

# County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



## OFFICIAL INSPECTION REPORT

<b>Facility</b> FA0301990 - SERVICENOW F&G - BON APPETIT - CAFE		<b>Site Address</b> 2250 LAWSON LN F/G, SANTA CLARA, CA 95054		<b>Inspection Date</b> 06/18/2025	
<b>Program</b> PR0447680 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16			<b>Owner Name</b> BON APPETIT MANAGEMEN		<b>Inspection Time</b> 11:00 - 13:10
<b>Inspected By</b> THAO HA		<b>Inspection Type</b> ROUTINE INSPECTION		<b>Consent By</b> DIANE ORTIZ	
				<b>FSC</b> Dwayne Joseph 06/06/2030	

<b>Placard Color &amp; Score</b>
<b>GREEN</b>
<b>87</b>

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification			X				
K02 Communicable disease; reporting/restriction/exclusion	X						
K03 No discharge from eyes, nose, mouth	X						
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly	X						
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures		X		X			
K08 Time as a public health control; procedures & records	X						
K09 Proper cooling methods	X						
K10 Proper cooking time & temperatures	X						
K11 Proper reheating procedures for hot holding	X						
K12 Returned and reservice of food	X						
K13 Food in good condition, safe, unadulterated	X						
K14 Food contact surfaces clean, sanitized	X						
K15 Food obtained from approved source	X						
K16 Compliance with shell stock tags, condition, display						X	
K17 Compliance with Gulf Oyster Regulations						X	
K18 Compliance with variance/ROP/HACCP Plan						X	
K19 Consumer advisory for raw or undercooked foods						X	
K20 Licensed health care facilities/schools: prohibited foods not being offered						X	
K21 Hot and cold water available	X						
K22 Sewage and wastewater properly disposed	X						
K23 No rodents, insects, birds, or animals	X						

GOOD RETAIL PRACTICES	OUT	COS
K24 Person in charge present and performing duties		
K25 Proper personal cleanliness and hair restraints		
K26 Approved thawing methods used; frozen food		
K27 Food separated and protected		
K28 Fruits and vegetables washed		
K29 Toxic substances properly identified, stored, used		
K30 Food storage: food storage containers identified		
K31 Consumer self service does prevent contamination		
K32 Food properly labeled and honestly presented		
K33 Nonfood contact surfaces clean		
K34 Warewash facilities: installed/maintained; test strips		
K35 Equipment, utensils: Approved, in good repair, adequate capacity		
K36 Equipment, utensils, linens: Proper storage and use		
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored		
K41 Plumbing approved, installed, in good repair; proper backflow devices		
K42 Garbage & refuse properly disposed; facilities maintained		
K43 Toilet facilities: properly constructed, supplied, cleaned		
K44 Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		
K45 Floor, walls, ceilings: built, maintained, clean		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

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<b>K48</b> Plan review		
<b>K49</b> Permits available		
<b>K58</b> Placard properly displayed/posted		

## Comments and Observations

### Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

**Inspector Observations: Major:**

**1) Steak in hot box measured to be 110F. [CA] Maintain PHF at 135F and above for hot holding [COS] Steak was refried for immediate service.**

**Minor:**

**1) Cooler observed at salad line to have ajar door. PHFs inside cooler measured to be 42F [CA] Keep door closed and stock cooler such that doors close tightly. [COS] Items were rearranged and door was closed fully.**

### Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

**Inspector Observations: 1 Food handler card observed to be expired.**

**[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.**

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

**Inspector Observations: Vertical broiler observed to be used on counter top out of hood. [CA] All cooking equipment shall be used underneath ventilation hood.**

### Performance-Based Inspection Questions

N/A

### Measured Observations

Item	Location	Measurement	Comments
Quat ammonia	sanitizer bucket	200.00 Fahrenheit	
Beans	Main kitchen walk in cooler	40.00 Fahrenheit	
White rice	Indian station upright cooler	166.00 Fahrenheit	
Par cooked potatoes	Main kitchen walk in cooler	41.00 Fahrenheit	
Cooked gyro	Under the counter hot box	162.00 Fahrenheit	
Egg	Under the counter cooler	40.00 Fahrenheit	
Warm water	handwash sink	100.00 Fahrenheit	
Cilatro rice	Kitchen back upright warmer	142.00 Fahrenheit	
Yogurt	Grab n go	40.00 Fahrenheit	
Potato stacks	Kitchen back upright warmer	151.00 Fahrenheit	
Shredded cheese	Side walk in cooler	41.00 Fahrenheit	
Cut totamotes	Side storage walk in coolers	39.00 Fahrenheit	
Roasted corn	Under counter cooler salad	41.00 Fahrenheit	
Chicken curry	Under the counter hot box	161.00 Fahrenheit	
Rinse cycle	Upright dishwasher	41.00 Fahrenheit	
Stir Fried	Under the counter hot box	152.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Sandwich	Grab n go	40.00 Fahrenheit	
Sliced cheese	Under the counter cooler	41.00 Fahrenheit	
Cut tomatoes	Under counter cooler salad	40.00 Fahrenheit	
Cooked pork	Under the counter hot box	155.00 Fahrenheit	
Beans	Kitchen back upright warmer	164.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Milk	Side storage walk in coolers	40.00 Fahrenheit	

### Overall Comments:

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When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 7/2/2025. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

## Legend:

- [CA] Corrective Action
- [COS] Corrected on Site
- [N] Needs Improvement
- [NA] Not Applicable
- [NO] Not Observed
- [PBI] Performance-based Inspection
- [PHF] Potentially Hazardous Food
- [PIC] Person in Charge
- [PPM] Part per Million
- [S] Satisfactory
- [SA] Suitable Alternative
- [TPHC] Time as a Public Health Control



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**Received By:** Diane Ortiz  
Manager

**Signed On:** June 18, 2025