

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

Facility FA0212533 - PIZZA MY HEART		Site Address 4300 GREAT AMERICA PY, SANTA CLARA, CA 9505		Inspection Date 10/08/2025		Placard Color & Score GREEN 86		
Program PR0303828 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name PIZZA MY HEART INC		Inspection Time 15:15 - 16:25			
Inspected By THAO HA		Inspection Type ROUTINE INSPECTION		Consent By BENJAMIN QUIROZ				FSC Peter Hwang 11/04/2026

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						S
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						S
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records		X		X			N
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						S
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	X	
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	X	
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
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	X	
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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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: Pizzas on counter for service observed to have timers for each type of pizza. All timers were set and running at time of inspection. When asked about timers employee stated:

-Timers are set for 2 hours at a time and started when pizzas are removed from oven.

-After 2 hour time period, pizzas are then taken out of service but available for sale for the website "Too Good to Go" for service.

-Too Good To go app has 3 pick up periods morning, lunch, and closing.

[CA] PHFs utilizing time as a public health control (TPHC) shall be discarded within 4 hours from the point in time when food is removed from temperature control. Facility shall discard pizzas after 4 hours. Pizzas cannot be returned to temperature control after entering TPHC.

[COS] Pizzas may be offered for sale on Too Good to Go app for immediate pick up and consumption up to 2 hours after timer is off. Facility shall provide SOPs regarding on how to continue keeping track of time of pizzas after timer goes off by 10/15/2025. Facility shall discard pizzas if not sold or consumed a total of 4 hours after removing pizza from oven.

Follow-up By
10/15/2025

Minor Violations

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Boxes of food observed to be on the floor of walk in freezer. [CA] Keep boxes at least 6" off of the floor.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations: Gasket on left most door of prep cooler observed to be fraying at the top edge. [CA] Repair gasket.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: Employee left personal drink cups in rack by dishwash area. [CA] Ensure employee drinks are in cups with lids and straw. Store employee food and drinks together and separated from equipment and food items.

Performance-Based Inspection Questions

Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
Quat ammonia	sanitizer bucket	200.00 Fahrenheit	
Ranch	Grab n go cooler	40.00 Fahrenheit	
Cheese	Walk in cooler	40.00 Fahrenheit	
Shredded cheese	Prep cooler	40.00 Fahrenheit	
Ham	Prep cooler	40.00 Fahrenheit	
Ham	Walk in cooler	39.00 Fahrenheit	
Sausage	Prep cooler	41.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Warm water	handwash sink	100.00 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 **10/22/2025**. 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



Received By: Benjamin Quiroz
PIC

Signed On: October 08, 2025