

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 FA0274810 - TRAM 2 CREAM COFFEE		Site Address 999 STORY RD 9012, SAN JOSE, CA 95122		Inspection Date 05/22/2025		Placard Color & Score GREEN 74		
Program PR0415400 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 1 - FP12			Owner Name TRAM COFFEE LLC		Inspection Time 13:35 - 14:30			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By BAO				FSC Bao Ho 03/01/2029

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification			X				S
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						S
K04	Proper eating, tasting, drinking, tobacco use			X				N
K05	Hands clean, properly washed; gloves used properly	X						
K06	Adequate handwash facilities supplied, accessible		X		X			N
K07	Proper hot and cold holding temperatures			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		X
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		
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		X
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

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Both hand wash stations in the front service area and in the kitchen were completely obstructed with plastic containers.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

[COS] Obstructions were removed.

**** Note: Employee stated that hands were washed at the three-compartment sink. Utilize sinks for their designated purpose. Hands shall only be washed at the hand wash sink.**

Minor Violations

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

Inspector Observations: Observed a couple of employees with expired food handler cards.

[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.

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: Employees' food and beverages observed stored in areas of food preparation.

[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages, separated and protected.

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Temperature of egg foam, coffee foam, and cheese creams maintained at the front preparation line measured between 37F to 48F. Cheese foams were maintained on ice baths with ice only touching the bottom of the container. Egg and coffee foams were maintained as is in ambient temperature. Manager stated that the foams usually only last a couple of hours.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

- This Division recommends utilizing large ice baths where ice reaches up the sides of the container and/or utilizing time as a public health control.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: One dead cockroach carrying egg sack observed on monitoring trap on floor behind the two-door upright freezer directly across from the hand wash and food preparation sink.

No other activity was observed. Manager stated that facility is treated monthly with latest service being conducted yesterday. Pest control report was provided for review upon request.

[CA] Clean and sanitize area of dead cockroaches.

**** This Division recommends increasing frequency of service during seasons of warmer weather.**

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

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Inspector Observations: *Heavy accumulation of calcified scaling observed on the side of the ice machine.*

[CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

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: *Employees' personal belongings observed stored in areas of food preparation, food storage, and/or food contact surfaces:*

- Cellphone on wiping cloth by the coffee steeping area.
- Cellphone placed on top of bulk ingredient bins.
- Cellphone and keys stored on storage rack in the rear kitchen.

[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: *Observed accumulation of grime, calcified matter, and water on floor around the ice machine.*

[CA] Walls and/or floors in food preparation area shall be kept clean.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Measured Observations

Item	Location	Measurement	Comments
Sanitizing bucket	Under three-compartment sink	100.00 PPM	
Coffee foam	Two-door upright freezer	36.00 Fahrenheit	
Boba	Warming unit	137.00 Fahrenheit	
Warm water	Hand wash sinks	102.00 Fahrenheit	
Coffee foam	Two-door reach-in refrigerator	37.00 Fahrenheit	
Half n half	Two-door upright refrigerator	40.00 Fahrenheit	
Egg foam	Two-door upright freezer	35.00 Fahrenheit	
Hot water	Three-compartment sink	126.00 Fahrenheit	
Milk	Two-door reach-in refrigerators	40.00 Fahrenheit	Front service
Egg foam	Two-door reach-in refrigerator	39.00 Fahrenheit	

Overall Comments:

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 **6/5/2025**. 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.

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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: Bao H.
Manager

Signed On: May 22, 2025