

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 FA0284959 - CUPERTINO COUNTRY INN RESTAURANT & BA		Site Address 10088 N WOLFE RD 130, CUPERTINO, CA 95014		Inspection Date 10/07/2026		Placard Color & Score YELLOW 57		
Program PR0427255 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name COUNTRY INN CLOUD KITCH		Inspection Time 13:10 - 18:00			
Inspected By GABRIEL GONZALEZ		Inspection Type ROUTINE INSPECTION		Consent By EFRAN				FSC Miguel Rivas 5/13/2028

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		X			N
K06	Adequate handwash facilities supplied, accessible			X				
K07	Proper hot and cold holding temperatures		X		X			N
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods		X		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	X	X
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	X	
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	X	X
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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K48	Plan review		
K49	Permits available		X
K58	Placard properly displayed/posted		

Comments and Observations

Major Violations

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Observed food employee handle raw shelled egg near the prep counter and then proceed to touch ready-to-eat toasted bread.*

Follow-up By 10/15/2026

[CA] Wash hands as required and replace single-use gloves when changing tasks or when gloves are contaminated, damaged, or soiled. Do not wash or reuse single-use gloves.

[COS] Specialist intervened and had employee remove contaminated gloves and wash their hands. PIC had food employee throw away the affected bread.

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

Inspector Observations:

Repeat violation

Major:

Follow-up By 10/15/2026

1. Observed lemon butter gravy measuring at 119F on the cook line which had finish cooking about 3 hours ago.

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

[SA] PIC labeled the lemon butter to be used for an additional hour and then to be discarded.

2. Observed bottles holding house made ranch and an additional house made sauce (both containing raw eggs) measuring at 55-60F stored at a cold insert near the service line above a three door prep cooler. Per PIC, these are made this morning ~7AM and then put into the cold holding unit for service.

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

[COS] PIC voluntarily discarded the two sauces. See VC&D report.

Minor:

2. Observed multiple PHF's (milk, ranch, sour cream) stored inside three door under counter cooler near serving line in the dinning room area measuring at 44-47F. Per PIC, these items were stored inside the walk-in cooler and then moved into the fridge about one hour prior. The ambient temperature of the unit is 43F.

[CA] PHFs shall be held at 41°F or below. Discontinue using the three door under counter cooler until the unit is fixed.

[SA] PIC moved all the PHF's from the three door under counter cooler to an alternate cooling unit nearby.

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Major:

1. Observed two medium sized metal dishes of whipped butter measuring at 55-60F near the service line in the dinning room. Per PIC, this item was prepped in ambient temperature at 7AM for breakfast service.

Follow-up By 10/15/2026

2. Observed nacho cheese inside a plastic container measuring at 46F in the two door prep fridge. Per PIC, the nacho cheese from pre-packaged can stored at ambient temperature and was made 4 hours ago.

[CA] All potentially hazardous foods prepared at room temperature must be returned to 41F within 4 hours.

[COS] PIC voluntarily discarded the two portions of whipped butter and cheese. See VC&D report.

Minor:

1. Observed multiple PHF's such as shredded cheese, sausage, and diced linguica measuring at a range of 47-51F

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located in the 4 drawer cooler near the cookline. Per PIC, these items were pulled from the walk-in cooler and prepped around one hour prior to inspection and placed into the 4 drawer holding unit.

[CA] All potentially hazardous foods prepared at room temperature must be returned to 41F within 4 hours.

[SA] Asked PIC to move items into walk-in cooler to rapidly cool and then once the items reach 41F, the PIC can move it back into the 4 drawer unit.

Minor Violations

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Observed hand wash partially obstructed near the hot holding units nearest the kitchen entrance.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times. Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

[COS] PIC removed kitchen dish inside of handsink.

K19 - 3 Points - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

Inspector Observations: Observed menu has the consumer advisory warning on the back of menu, but lacks the asterisk or description denoting which items have raw or undercooked foods.

[CA] Provide consumer disclosure for use of raw shell eggs in ready to eat foods and for undercooked animal foods.

****Consumer advisory* Clearly identify the food item(s) that are raw or undercooked. This can be done by:**

- Describing the item (e.g. "Caesar salad with raw eggs")

OR

- Marking the item with an asterisk (*) and adding a footnote stating it is served raw/undercooked or contains raw/undercooked ingredients.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: Hand sink near coffee prep counter in the kitchen has a water temperature measuring 80F. Men's restroom water temperature measured at 93F.

[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

Inspector Observations: When arriving at facility, there was no person in charge present and when calling PIC via phone they did not give us permission to start the inspection.

[CA] A "person in charge" who is responsible for operation of facility shall be present at the food facility during all hours of operation.

[COS] PIC arrived within 5-10 minutes of the initial phone call.

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: Observed three door under counter cooler on the right hand side of dining room area measuring with an ambient temperature of 43F.

Follow-up By
10/15/2026

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Discontinue use of the unit until in good repair. Fix this unit by 10/9/2026.

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

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Inspector Observations:

Repeat Violation

Observed flat top grill in operation outside of the ventilation hood.

[CA] There shall be a minimum of 6 inches overhang of ventilation hood over cooking equipment.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: Observed wiping cloths stored inside a sanitizer bucket but lacked appropriate sanitizing solution.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

[COS] Kitchen wiping cloth bucket corrected to 200 ppm quat.

K49 - 2 Points - Permits not available; 114067(b,c), 114381(a), 114387

Inspector Observations:

Repeat Violation

--48 HOUR NOTICE--

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$2,478.00. Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional enforcement, including but not limited to reinspection(s) and additional cost recovery fees.

A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Proper hot and cold holding temperatures.

**Follow-up By
10/09/2026**

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Measured Observations

Item	Location	Measurement	Comments
1000 island (containing raw egg)	Cold inserts above three door undercounter cooler	60.00 Fahrenheit	VC&D
Raw beef	Reach in freezer	38.00 Fahrenheit	
Chlorine sanitizer	Upright dishwasher	50.00 PPM	
Ranch	Two door prep cooler near cookline	41.00 Fahrenheit	
Raw eggs	Walk-in cooler	39.00 Fahrenheit	
Shredded mixed cheese	4 drawer cooler	50.00 Fahrenheit	Moved to another unit for rapid cooling
Warm water	Mens restroom	93.00 Fahrenheit	
Pre-baked Cheesecake	Walk in cooler	40.00 Fahrenheit	
Pooled eggs	Two door prep cooler near cookline	41.00 Fahrenheit	
Hash browns	Reach in cooler	70.00 Fahrenheit	Prepped in kitchen around 30 minutes ago.
Whipped butter (Cranberry and regular)	Inserts above three door undercounter cooler near service line	55.00 Fahrenheit	Ranging from 55-60F - VC&D
Ham	4 drawer cooler	41.00 Fahrenheit	
Warm water	Hand sink near coffee prep counter in kitchen	80.00 Fahrenheit	
Cooked Sausage	4 drawer undercounter cooler	46.00 Fahrenheit	Moved to another unit for rapid cooling
Milk	Three door undercounter cooler near service line	46.00 Fahrenheit	Moved to another unit for rapid cooling.
Mashed potatoes	Hot holding unit near service line	137.00 Fahrenheit	
Hot water	3 compartment sinks, food prep sinks	120.00 Fahrenheit	
Ranch (housemade contain raw egg)	Cold inserts above three door undercounter cooler	55.00 Fahrenheit	VC&D
Pre-cooked potatos	4 drawer cooler	39.00 Fahrenheit	
Nacho Cheese	Two door undercounter cooler	46.00 Fahrenheit	VC&D
Meatball sauce	Walk-in cooler	119.00 Fahrenheit	Cooling for 30 minutes. PIC placed into reach in freezer to rapidly cool.
Ice cream	Two door display freezer near service area	13.80 Fahrenheit	
Lemon butter gravy	hot holding on cook line	137.00 Fahrenheit	
Blue cheese	4 drawer cooler	41.00 Fahrenheit	
Cooked ribs	Walk in cooler	41.00 Fahrenheit	
Lemon butter gravy	Hot holding on cook line	119.00 Fahrenheit	To be discarded at 3PM.
Quat bucket	Near cookline	0.00 PPM	PIC made a new bucket and remeasured to 200PPM
Tomatos	4 drawer undercounter cooler	49.00 Fahrenheit	Moved to another unit for rapid cooling

Overall Comments:

Joint inspection and written report by Madeline Meza

***Note: Discuss with property management about refuse area.**

Follow-up inspection will be conducted on or before 10/15/2026. First follow-up is free of charge, if additional follow-ups are necessary it will be billed at \$290 per hour.

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 **10/21/2026**. 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: Efran Flores
PIC
Signed On: October 07, 2026