

# 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> FA0210736 - FLAMES COFFEE SHOP		<b>Site Address</b> 7170 SANTA TERESA BL, SAN JOSE, CA 95139		<b>Inspection Date</b> 01/31/2024		<b>Placard Color &amp; Score</b> <div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b>  <b>60</b> </div>		
<b>Program</b> PR0306993 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			<b>Owner Name</b> HAYWARD FOOD, INC		<b>Inspection Time</b> 12:15 - 14:30			
<b>Inspected By</b> GINA STIEHR		<b>Inspection Type</b> ROUTINE INSPECTION		<b>Consent By</b> MANUEL LOPEZ				<b>FSC</b> Manuel Lopez 08/02/2026

  

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		X			N
K06	Adequate handwash facilities supplied, accessible		X		X			N
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				
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	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	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

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 employee to wash his hands without soap. [CA] Ensure employees properly wash hands for at least 20 seconds with soap and warm water, followed by drying with a single use paper towel. [COS] Employee obtained soap and rewashed hands.*

Follow-up By  
02/06/2024

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

**Inspector Observations:** *No soap at handwash station. [CA] Ensure soap and paper towels are stocked in the dispensers at all times. [COS] Employee obtained soap during time of inspection.*

Follow-up By  
02/06/2024

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

**Inspector Observations:** *Observed potentially hazardous foods (PHF) that measured in the temperature danger zone located in an ice bath, on food prep surfaces, hot holding next to cookline, and in food prep cold hold units (see "measured observations"). [CA] Ensure PHFs are either temperature controlled or time controlled. PHFs must be properly cold held at 41F or below OR hot held at 135F or above. Repair, adjust or replace if necessary. Discontinue putting recently prepared food directly into food prep cold hold unit unless it measures at 41F or below. If not, PHFs must be put into walk-in cooler or reach-in cooler to quickly cool back down to 41F or less. If using time control (TPHC- Time as a Public Health Control), facility must fill out the Department's TPHC form, time mark the food for 4 hours, and discard the food at the end of the 4 hour mark. [SA] PIC voluntarily discarded PHFs and time marked the remaining food measured in the temperature danger zone to be discarded within 4 hours.*

Follow-up By  
02/06/2024

### Minor Violations

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

**Inspector Observations:** *Some Food Handler Cards were 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.*

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

**Inspector Observations:** *Observed large container of beans cooling in ice bath. Ice was not level with the beans. [CA] Portion the beans into 2 or more containers and ensure ice is at the same level as the cooling food. Facility can use additional rapid cooling methods such as frequent stirring, ice as an ingredient, ice paddles and blast chiller.*

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

**Inspector Observations:** *Observed open bulk foods in dry storage area. [CA] Store open bulk foods in approved NSF containers with tight fitting lids.*

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 PHFs being held in plastic containers in the steam bath. [CA] Ensure food is stored in approved food grade NSF containers or inserts.*

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

**Inspector Observations:** *Observed heavy grease accumulation on hood baffles. [CA] Thoroughly clean and sanitize baffles under hood on a regular basis.*

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

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**Inspector Observations: Observed personal drinks (mug and glass of water) stored above food prep table. [CA]**  
**Keep beverages covered and away from food prep/food storage areas.**

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

**Inspector Observations: Observed missing and cracked floor tiles throughout the facility. Observed large hole around electrical outlet behind the food prep cold hold unit. [CA] Replace broken/cracked floor tiles. Seal hole in wall.**

## Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.  
Needs Improvement - Proper hot and cold holding temperatures.  
Needs Improvement - Hands clean/properly washed/gloves used properly.

## Measured Observations

Item	Location	Measurement	Comments
sour cream	ice bath	58.00 Fahrenheit	
mashed potatoes	reach-in	41.00 Fahrenheit	
ham	food prep cold hold	47.00 Fahrenheit	
sausage	hot hold (Cookline)	98.00 Fahrenheit	
mozzarella cheese sticks	lowboy freezer	7.00 Fahrenheit	
sausage	food prep cold hold	52.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
cheese	walk-in cooler	36.00 Fahrenheit	
beans	ice bath	185.00 Fahrenheit	
cheese	drawer cooler	38.00 Fahrenheit	
gravy	steam bath	138.00 Fahrenheit	
raw shell eggs	walk-in cooler	36.00 Fahrenheit	
melon	food prep cold hold	41.00 Fahrenheit	
sliced tomatoes	food prep cold hold	66.00 Fahrenheit	
cheese cake	display cooler	41.00 Fahrenheit	
chlorine	warewash machine	50.00 PPM	
whipped butter	food prep surface	70.00 Fahrenheit	
hot water	handwash sink	100.00 Fahrenheit	
raw shell eggs	dry storage shelf	59.00 Fahrenheit	
milk	lowboy	45.00 Fahrenheit	door slightly ajar
whipped butter	67	67.00 Fahrenheit	
meat sauce	steam bath	145.00 Fahrenheit	
potato salad	food prep surface	47.00 Fahrenheit	
soup	hot hold	137.00 Fahrenheit	
ice cream	chest freezer	17.00 Fahrenheit	
raw beef	walk-in cooler 2	39.00 Fahrenheit	
salmon	walk-in freezer	23.00 Fahrenheit	
ham	drawer cooler	35.00 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 **2/14/2024**. 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

MZ1

Received By: Manuel Lopez  
Manager  
Signed On: January 31, 2024