

**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> FA0274810 - TRAM 2 CREAM COFFEE		<b>Site Address</b> 999 STORY RD 9012, SAN JOSE, CA 95122		<b>Inspection Date</b> 11/07/2023	
<b>Program</b> PR0415400 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 1 - FP12			<b>Owner Name</b> TRAM COFFEE LLC		<b>Inspection Time</b> 13:45 - 14:45
<b>Inspected By</b> HENRY LUU	<b>Inspection Type</b> ROUTINE INSPECTION	<b>Consent By</b> BAO	<b>FSC Obtain by</b> 11/26/2023		

**Placard Color & Score**  
**GREEN**  
**80**

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification	X						N
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			N
K08 Time as a public health control; procedures & records						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						
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		
K36 Equipment, utensils, linens: Proper storage and use	X	
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

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

**Inspector Observations: Soup warmer containing tapioca (boba) measured at 100F.**

**PIC stated that items is kept warm and is usually used up within 2 hours, any longer, item is discarded into the trash.**

**Three containers of milk maintained out in ambient temperature measured at 55F.**

**PIC stated that item is used within 2 hours.**

**Containers of egg cream, coffee cream, and salted cream maintained out in ambient temperature measured between 17F to 30F. PIC stated that all cream is usually used up within 2 hours. No active methods to maintain temperature were being used.**

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

**[COS] Tapioca pearls shall be discarded after 4 hours.**

**This Division recommends maintaining containers of milk and cream on ice baths and/or time as a public health control.**

### Minor Violations

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

**Inspector Observations: Hand wash station in the front service area obstructed with bucket of water.**

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

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

**Inspector Observations: Hot water at the three-compartment sink measured at 113F.**

**[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks. Hot water generation and distribution systems shall be sufficient to meet the peak hot water demands throughout the food facility.**

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

**Inspector Observations: Opened bulk bag of sugar maintained on top of plastic containers in the kitchen.**

**[CA] Store open bulk foods in approved NSF containers with tight fitting lids.**

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

**Inspector Observations: Ice scoop stored inside ice bin at the front service area with handle in direct contact with ice.**

**[CA] Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.**

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's personal belongings, purse, jackets, etc, stored in areas of food storage.**

**[CA] No person shall store clothing or personal effects (cell phone, car keys, and jackets) in any area used for the storage and preparation of food or food contact surfaces. Employee's personal effects shall be stored in employee lockers or other designated areas for employee storage.**

### Performance-Based Inspection Questions

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Needs Improvement - Time as a public health control; procedures & records.  
 Needs Improvement - Demonstration of knowledge; food manager certification.  
 Needs Improvement - Proper hot and cold holding temperatures.

**Measured Observations**

Item	Location	Measurement	Comments
Coffee cream	Two-door upright freezer	20.00 Fahrenheit	
Egg cream	Two-door upright freezer	15.00 Fahrenheit	
Warm water	Hand wash sink	104.00 Fahrenheit	
Salted cream	Two-door upright freezer	17.00 Fahrenheit	
Cooked quail egg	Merchandiser refrigerator	41.00 Fahrenheit	

**Overall Comments:**

*- Time as a public health control (TPHC) written procedures reviewed and provided to PIC.*

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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 **11/21/2023**. 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:** Bao H.  
PIC

**Signed On:** November 07, 2023