

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 FA0278746 - VOICES COLLEGE - BOUND LANGUAGE ACAD		Site Address 715 HELLYER AV, SAN JOSE, CA 95111		Inspection Date 09/09/2026		Placard Color & Score GREEN 88		
Program PR0420949 - SCHOOL FOOD SERVICE RISK CAT 2 - FP22			Owner Name VOICES COLLEGE BOUND L		Inspection Time 10:15 - 11:30			
Inspected By MARCELA MASRI		Inspection Type ROUTINE INSPECTION		Consent By NANCY ORTIZ				FSC NANCY ORTIZ 6-25-29

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		
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures	X						S
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		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		
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		X
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

K21 - 8 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: THE HOT WATER AT THE 3 COMPARTMENT SINK AND HAND WASH SINKS IS AT 78F. [CA] PROVIDE HOT WATER AT THE 3 COMPARTMENT SINK AT 120F MINIMUM AND 100F AT THE HAND WASH SINK. SA: SERVE FOOD THAT IS PREPACKAGED. NOTIFY THE DEPARTMENT WHEN THE HOT WATER IS RE-ESTABLISHED.

Minor Violations

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: THE WATER PRESSURE AT THE RESTROOM'S FAUCET IS VERY LOW. [CA] PROVIDE ADEQUATE PRESSURE FOR HAND WASHING.

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

Inspector Observations: FACILITY DOES NOT HAVE A VALID PERMIT TO OPERATE. [CA] A FOOD FACILITY SHALL NOT BE OPEN FOR BUSINESS WITHOUT A VALID HEALTH PERMIT. PLEASE REMIT ANNUAL PERMIT FEE TO THIS OFFICE WITHIN 48 HRS.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
HOT WATER	HAND WASH SINK	78.00 Fahrenheit	
JUICE	REACH IN FREEZER	19.00 Fahrenheit	
CHICKEN DUMPLINGS	HOT HOLDING	155.00 Fahrenheit	
BURRITO	REACH IN REFRIGERATOR	35.00 Fahrenheit	
PUPUSAS	REACH IN FREEZER	19.00 Fahrenheit	
MILK	MILK REFRIGERATOR	39.00 Fahrenheit	
CHICKEN BITES	HOT HOLDING	155.00 Fahrenheit	
MILK	REACH IN REFRIGERATOR	38.00 Fahrenheit	
HOT WATER	3 COMPARTMENT SINK	78.00 Fahrenheit	

Overall Comments:

PREPACKAGED FOOD.

CONTINUE WORKING ON GETTING THE WATER HEATER REPLACED.

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 **9/23/2026**. 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

Handwritten signature in blue ink.

Received By: NANCY ORTIZ
PIC
Signed On: September 09, 2026