

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 FA0250524 - CHARLIE'S TEA		Site Address 10825 N WOLFE RD, CUPERTINO, CA 95014		Inspection Date 07/17/2026		Placard Color & Score GREEN 78		
Program PR0360822 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 1 - FP12			Owner Name RATAA CORP		Inspection Time 15:30 - 17:15			
Inspected By RAYMOND CHUNG		Inspection Type ROUTINE INSPECTION		Consent By DEZ SANG				FSC Not Available

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						S
K06	Adequate handwash facilities supplied, accessible	X						S
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	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	X	
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		
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

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Container of boba was held at room temperature at the front service area. Container did not have a label to indicate the production and/or discard time. [corrective action] Potentially hazardous foods may be kept at room temperature for a maximum of 4 hours. Any leftover product after 4 hours must be discarded. [correction] Employee provided label with production and discard time.

Minor Violations

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

Inspector Observations:

Manager's Food Safety Certificate and employee's Food Handler Cards were not available. [corrective action] Ensure all employees have a valid Food Handler Card. At least one person employed at this facility shall have a manager's Food Safety Certificate. Keep all certificates on file at this facility.

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

Inspector Observations:

Milk in the cabinet of the milk tea machine (at front service area) measured 47F. [corrective action] Ensure potentially hazardous foods are kept at 41F or below.

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

Inspector Observations:

Observed boxes stored on the floor in the back area and hallway. [corrective action] Store all boxes on racks at least 6 inches above the floor.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations:

1. The right compartment of the 3-compartment sink was found with a crack in the basin. When the right compartment was filled with water, water was found to be leaking. [corrective action] Repair or replace the 3-compartment sink. If replacing sink, new sink must be the same as the existing one (same size with two integral drain boards).

Note: In the mean time, wash and rinse equipment in the middle compartment. Sanitize in the left compartment.

2. Chlorine test strips were not available. [corrective action] Provide chlorine test strips.

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:

Ambient temperature of both milk tea machines measured ~ 50F. [corrective action] Adjust these units so that they are capable of holding food at 41F or below.

Note: Owner's representative arrived in attempt to adjust temperature of both machines. Representative was unable to fix temperature and stated a refrigeration technician will arrive today.

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 mops stored in the 2-compartment sink. [corrective action] Store the mops on the mop hanger and allow the mops to dry over the janitorial sink.

Note: Per employee, the 2-compartment sink is not used as a food preparation sink. There is another 1-compartment sink with indirect connection that is being use for food preparation.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
warm water	restroom	100.00 Fahrenheit	
ambient	milk tea machine (front area)	50.00 Fahrenheit	
whole milk	milk tea machine (front area)	47.00 Fahrenheit	
taro ball	walk-in freezer	13.00 Fahrenheit	
whole milk	walk-in cooler	38.00 Fahrenheit	
hot water	3-compartment sink	136.00 Fahrenheit	
hot water	1-compartment sink (next to ice machine)	140.00 Fahrenheit	Used for food preparation
ambient	milk tea machine (front area)	50.00 Fahrenheit	
hot water	2-compartment sink	140.00 Fahrenheit	Not used

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 7/31/2026. 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.

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: Makayla Than
Shift Lead
Signed On: July 17, 2026