

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 FA0256730 - EGGHEAD		Site Address 3957 RIVERMARK PLZ F, SANTA CLARA, CA 95054	Inspection Date 04/15/2026
Program PR0374901 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10		Owner Name VR HOLDING LLC	Inspection Time 10:30 - 11:25
Inspected By MAVERICK CHIN	Inspection Type LIMITED INSPECTION	Consent By KYLE	

Placard Color & Score

YELLOW
N/A

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:

REPEAT VIOLATION

Follow-up By

04/20/2026

Employee observed handling a container of pooled eggs with gloved hands with their thumbs on the inside of the container (employees thumbs observed in contact with raw, pooled eggs on the insides of the container), put the container of pooled eggs inside a refrigeration unit, then handled bread that was on a cutting board and tossed it back into a tub of brioche buns maintained on the a lower prep table across from the cook-line.

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.*
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.*
- (3) After using the toilet room.*
- (4) After caring for or handling any animal allowed in a food facility pursuant to this part.*
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.*
- (6) After handling soiled equipment or utensils.*
- (7) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.*
- (8) When switching between working with raw food and working with ready-to-eat food.*
- (9) Before initially donning gloves for working with food.*
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.*
- (11) After engaging in other activities that contaminate the hands.*

[COS] Tub of buns was voluntarily discarded.

Minor violation:

Cook observed dredging raw chicken, then proceeded to use tongs to handle fried, ready-to-eat chicken. No direct contamination observed.

[CA] Employees shall wash their hands in the scenarios listed above.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By

04/20/2026

Raw ground beef patties measured 50F, raw shell eggs measured 52F (cracked open), and sliced cheeses measured 45F while maintained overfilled in the inserts of the prep cooler across from the cook-line. Per staff, items had measured at 41F earlier this morning before opening, approximately 2.5 hours prior.

Sheet pan stacked with fried chicken measured 54F while maintained on a cart in ambient temperature. Per the cook, he had taken it out of the walk-in cooler to be re-fried less than 30 minutes prior.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of

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bacteria.

[SA] Items in the upper inserts of the prep cooler used or else discarded by 11AM. Fried chicken was relocated back inside the walk-in cooler.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
04/20/2026

Scrambled eggs (97F) subjected to time as a public health control while maintained under the heat lamp at the service window were not time labeled with the time they had initially been cooked.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Scrambled eggs were time labeled.

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

Inspector Observations:

*Sheet pan of overstacked fried chicken measured between 41F and 47F while maintained on a speed rack in the walk-in cooler. Per staff, it had been fried yesterday, and then maintained in the walk-in cooler overnight to cool. *Note: Staff stated that fried chicken was at an elevated temperature because of the constant opening and closing of the unit; However, all other potentially hazardous foods in the walk-in cooler measured at 40F or below; Additionally, fried chicken on a speed rack was located at the back of the unit, i.e. at the coldest portion relatively close to the condenser unit and furthest away from the door.*

Follow-up By
04/20/2026

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

***Note: Strongly recommend not overstacking fried chicken during cooling, and to cool in layers of 2 inches or less.*

[COS] Fried chicken was voluntarily discarded.

Minor Violations

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

Inspector Observations:

1. Facility is sharing the same food safety (manager's) certificate, Vinh Ha - 09/22/2026, at three separate Egghead locations including this one. Spoke with the owner, Vinh, via phone.

[CA] A food safety (manager's) 5-year certificate shall not be shared between multiple locations. A food safety certificate shall be dedicated to a singular location.

2. Three employees could not provide valid food handler cards.

[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.

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

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Inspector Observations:

Consumer advisory is written on the menu; However, it does not denote which particular items are served raw or undercooked.

[CA] Facility shall denote on the menu the particular items that are served raw or undercooked.

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
arugula	walk-in cooler	40.00 Fahrenheit	non PHF
ambient	prep cooler - cook-line - left	38.00 Fahrenheit	
raw shell eggs	prep cooler - cook-line - left	52.00 Fahrenheit	
pooled eggs	container - prep table	49.00 Fahrenheit	active preparation
warm water	hand sink - kitchen entrance	100.00 Fahrenheit	
caramelized onions	stove - hot hold	145.00 Fahrenheit	
spicy mayo	prep cooler - cook-line - right	38.00 Fahrenheit	
caramelized onions	walk-in cooler	40.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
sliced cheddar	prep cooler - cook-line - left	45.00 Fahrenheit	
raw ground beef patties	prep cooler - cook-line - left	50.00 Fahrenheit	
warm water	hand sink - cook-line	100.00 Fahrenheit	
ambient	prep cooler - cook-line - right	37.00 Fahrenheit	
frozen beef patties	walk-in freezer	6.00 Fahrenheit	

Overall Comments:

Limited inspection conducted in conjunction with foodborne illness investigation CO0159367.

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

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 **4/29/2026**. 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: Kyle
Employee
Signed On: April 15, 2026