

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 FA0302421 - EATALY - TERRA RESTAURANT & BAR (LVL 3)		Site Address 2855 STEVENS CREEK BL 1732, SAN JOSE, CA 950		Inspection Date 09/12/2025	
Program PR0444544 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name EATALY USA LLC		Inspection Time 14:45 - 16:30
Inspected By FARHAD AMIR-EBRAHIMI	Inspection Type ROUTINE INSPECTION		Consent By KC SALAZAR	FSC	

Placard Color & Score
GREEN
84

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						N
K05 Hands clean, properly washed; gloves used properly			X	X			S
K06 Adequate handwash facilities supplied, accessible	X						
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		
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		
K45 Floor, walls, ceilings: built, maintained, clean		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0302421 - EATALY - TERRA RESTAURANT & BAR (LVL 3)	Site Address 2855 STEVENS CREEK BL 1732, SAN JOSE, CA 95050	Inspection Date 09/12/2025
Program PR0444544 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name EATALY USA LLC	Inspection Time 14:45 - 16:30
K48 Plan review		
K49 Permits available		
K58 Placard properly displayed/posted		

Comments and Observations

Major Violations

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations: Two employees were not aware of proper hand washing procedure [CA] Train employees in proper hand washing procedure as explained in this report

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: two employees washed hands with soap for 5 seconds [CA] All food employees shall thoroughly wash their hands and that portion of their arms exposed to direct food contact with soap and vigorously rub hands together to lather up for at least 10 to 15 seconds. They shall rinse hands with warm water followed by drying with paper towels. Employees shall pay attention to the areas underneath the fingernails and between the fingers when washing hands. – Corrected

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations: Bar dishwasher sanitizer is 0 ppm [CA] Maintain sanitizer level at 50 ppm chlorine residual [SA] Use the mechanical dishwasher to wash and rinse and conduct manual sanitization by a final sanitizing rinse in the ware wash sink with chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

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

Inspector Observations: Water from the pre-mix faucet for the prep-area hand sink 127F [CA] Adjust temperature to 100F - 108F

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: Bar dishwasher leaks from the door during the wash cycle [CA] Fix the door to stop water from leaking out

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

Inspector Observations: One hood filter is missing [CA] Maintain all filter in place when cooking

Performance-Based Inspection Questions

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Measured Observations

Item	Location	Measurement	Comments
Cheese	Line cooler	40.00 Fahrenheit	
Water	Dishwasher	160.00 Fahrenheit	
Water	3-comp sink	125.00 Fahrenheit	
Roast	Line warmer	138.00 Fahrenheit	
Chlorine	Bar dishwasher	0.00 PPM	
Salmon	Uproght freezer	12.00 Fahrenheit	
Gelato	Line freezer	13.00 Fahrenheit	
Ecolab sanitizer	3-comp sink	450.00 PPM	

OFFICIAL INSPECTION REPORT

Facility FA0302421 - EATALY - TERRA RESTAURANT & BAR (LVL 3)	Site Address 2855 STEVENS CREEK BL 1732, SAN JOSE, CA 95050	Inspection Date 09/12/2025
Program PR0444544 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name EATALY USA LLC	Inspection Time 14:45 - 16:30

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 **9/26/2025**. 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: KC SALAZAR

Signed On: September 12, 2025