

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 FA0301762 - CALI SANDWICHES		Site Address 972 STORY RD, SAN JOSE, CA 95122		Inspection Date 03/11/2025	
Program PR0443345 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name CALI SANDWICHES AND COI		Inspection Time 14:30 - 16:30
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By THU	FSC Not Available		

Placard Color & Score
YELLOW
60

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						S
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly			X				N
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	
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		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	X	
K25 Proper personal cleanliness and hair restraints		
K26 Approved thawing methods used; frozen food		
K27 Food separated and protected	X	
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	X	
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	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		
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

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

Inspector Observations: a) An approximate 5lb slab of cooked roast pork maintained out in ambient temperature measured between 70F to 80F. This Division observed the roast pork maintained out in ambient temperature prior to receiving consent to conduct inspection. This Division also observed employees placing the roast pork inside the oven, and then providing consent to conduct inspection after 10 minutes.

Follow-up By
03/17/2025

Employees were unable to provide an estimated time for which item has been out of temperature control. Owner/manager arrived on site and stated that roast pork is usually purchased in the morning and is placed inside the upright refrigerators. The entire slab of pork is reheated in the oven for approximately 15 minutes and is maintained in ambient temperature for about 30 minutes during service in which the item is then returned into the refrigerator to cool.

b) Approximately 5-10 baked pork and chicken pate chaud maintained inside the hot holding display unit measuring between 105F to 115F. Manager stated that items were baked approximately 30 minutes prior and is usually gone within 30 minutes.

c) Prepackaged spring rolls maintained out in ambient temperature measured at 66F. Manager stated that spring rolls are prepared upon orders. Item remained in place for the duration of the inspection.

This Division recommended the use of time as a public health control for food items.
 - 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.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.
 [SA] Items were subjected to TPHC.

K15 - 8 Points - Food not obtained from approved source; 113980, 113982, 114021-114031, 114041

Inspector Observations: A) On the counter for customer self-service:
 - 3-4 aluminum wrapped pork rolls.
 - 5-10 pork rolls wrapped with banana leaves.

Follow-up By
03/17/2025

Inside the merchandiser refrigerator for customer self-service:
 - 9-10 cups of Vietnamese yogurt.
 - 10+ cups of two types of Vietnamese desserts.
 - 1 styrofoam pack of fermented raw pork.
 - 2-3 red mesh bags of individually wrapped fermented raw pork.

Inside the refrigerator in the dry storage room:
 - Aluminum trap with approximately 20-30 pork rolls wrapped in banana leaves.

Manager stated that items were provided from a vendor that possibly prepares the items from a home kitchen. Invoices/receipts were not provided.

B) Large pot, approximately 2-3 gallons, of sauce cooling on the counter. Manager stated that the sauce was prepared from home. \

[CA] Food must be from an approved source or properly documented.

[COS] Items were removed from facility.

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Minor Violations

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

Inspector Observations: Five-year Food Safety Certified (FSC) manager certificate unavailable for review. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

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

Inspector Observations: Employee observed using personal cellphone and then attempted to continue onto food preparation without washing hands.

[CA] Ensure employees are properly washing hands as required. Employees shall wash their hands in all of the following instances:

- (1) Immediately before engaging in food preparation, including working with non-prepackaged 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) Immediately after using the toilet room and again when returning into the kitchen.
- (4) After caring for or handling any animal allowed in a food facility in 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 foods.
- (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.

Properly wash hands with soap, warm water and dry using single use paper towels as required. Single-use gloves shall be removed prior to washing hands.

[COS] Instructed employee to wash hands before engaging in food preparation.

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

Inspector Observations: Hand wash station in the kitchen next to the oven completely obstructed with a bag of baguettes placed inside the wash basin. Hand wash station observed with heavy accumulation of debris and appears to have not been used for some time.

Second hand wash station available in the other side of the wall less than three feet.

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

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: Chlorine sanitizer at the three-compartment sink measured at 50 PPM.

[CA] Maintain chemical solution for manual warewashing at 100 ppm (1Tbs of bleach (5.25%)/gal of water) for chlorine and 200 ppm (1 tbs of quaternary ammonium (10%)/2 gal of water) for quaternary ammonium.

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

Inspector Observations: Manager or "person in charge" not present at the facility.

[CA] A "person in charge" who is responsible for operation of facility shall be present at the food facility during all hours of operation.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

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Inspector Observations: Colander of cilantro maintained inside the curbed janitorial sink.

[CA] All food shall be separated and protected from possible contamination. Food preparation shall only occur in approved areas.

[COS] Colander of cilantro was relocated to the food preparation sink.

Large rolling tray of baked bread maintained directly next to and below the hand wash sink in the kitchen.

[CA] All food shall be separated and protected from possible contamination. Provide splash guard for hand sink and/or relocate opened food.

K32 - 2 Points - Food improperly labeled & not honestly presented: 114087, 114089, 114089.1(a, b), 114090, 114093.1

Inspector Observations: Prepackaged snacks maintained on the sales floor for customer self-service lacked labels.

[CA] Food prepackaged in a food facility shall bear a label with the following: 1) common name of the food, 2) list of ingredients in descending order of predominance by weight, 3) quantity of contents, 4) name and place of business of the manufacturer, packer, or distributor.

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: Observed induction stove maintained on the food preparation counter. Employee hid burner inside a barrel used for bulk ingredients. Observed single butane burner maintained on the storage rack by the water heater.

[CA] All utensils and equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation). Induction burner has not been approved for use. Remove unapproved equipment.

Additionally, facility lacks a dedicated ventilation hood to conduct any type of cooking. As stated on permit condition, the provided ovens are used only for the reheating of precooked food items. No cooking shall be conducted inside facility.

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: Observed employee utilizing food preparation sink to conduct food preparation.

Observed employee utilizing three-compartment sink to wash hands.

[CA] Utilize sinks for their designated purpose. Food preparation shall be conducted only at the food preparation sink. Hands shall be washed at the hand wash sinks.

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

Inspector Observations: --48 HOUR NOTICE--

Follow-up By 03/13/2025

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$ 1,383.75. Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional enforcement, including but not limited to reinspection(s) and additional cost recovery fees.

A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

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Performance-Based Inspection Questions

- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Demonstration of knowledge; food manager certification.
- Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
Sliced ham and pork rolls	Upright refrigerator	41.00 Fahrenheit	
Vietnamese mayonnaise	Food preparation refrigerator	41.00 Fahrenheit	
Pate	Food preparation refrigerator	41.00 Fahrenheit	
Hot water	Three-compartment sink	121.00 Fahrenheit	
Cooked BBQ pork	Upright refrigerator	41.00 Fahrenheit	
Sliced ham	Food preparation refrigerator	40.00 Fahrenheit	
Pate	Upright refrigerator	41.00 Fahrenheit	
Warm water	Hand wash sinks	100.00 Fahrenheit	

Overall Comments:

- *Two or more major violations were observed during the routine inspection.*
- *A follow-up inspection will be conducted to verify compliance of all major violations.*
- *Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.*
- *The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code 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 **3/25/2025**. 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: Thuan N.
Manager

Signed On: March 11, 2025