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	Site Address	Inspection Date
FA0275831 - GREGORY'S COFFEE	477 GREAT MALL DR K12, MILPITAS, CA 95035	10/27/2026
Program	**Owner Name**	**Inspection Time**
PR0416922 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 1 - FP12	GREAT MALL COFFEE AND E	14:30 - 15:40
Inspected By	**Inspection Type**	**Consent By**
MAVERICK CHIN	ROUTINE INSPECTION	GISELLE

FSC Leslie Brion 01/09/2030

Placard Color & Score
RED
74

RISK FACTORS AND INTERVENTIONS		IN	OUT Major	OUT Minor	COS/SA	N/O	N/A	PBI
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				
K07	Proper hot and cold holding temperatures		X		X			S
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods			X	X			N
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						S
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals		X					S

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	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		
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		
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)

Follow-up By 11/03/2026

Inspector Observations:
On the countertop, observed a container of fried eggs that measured 72F. Per the shift lead, egg had been cooked (from raw) in the oven approximately 2 hours prior, placed into refrigeration, and removed from refrigeration for preparation approximately 15 minutes prior. Observed no active preparation at the time of measurement.

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

[COS] Employee returned fried egg to refrigeration.

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Follow-up By 11/03/2026

Inspector Observations:
1. Observed Cockroach Activity: Documented in the following areas:
- In the cabinet under the three compartment warewashing sink, observed two live cockroaches crawling on a cardboard box maintained on the floor. In the same area, on the back wall of the cabinet, observed a singular live cockroach.

Recent pest control service reports could not be provided.

2. Photographs: Taken for documentation purposes.
3. Supervisor Notified: S. Lew
4. Notification: The person in charge during inspection, Giselle, has been informed that the facility must close immediately.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:
1. Email the signed and completed Reopening Checklist to the assigned inspector.
2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

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

Inspector Observations:
At the only hand wash sink, observed a roll of paper towels stored on the counter. Paper towels lacked any form of coverings or a dispenser for preventing potential contamination.

[CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

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Inspector Observations:
At the middle of the kitchen, in a baking pan on a rolling speed rack, fried egg measured 76F. Per the shift lead, fried egg had been cooked approximately 1.5 hours prior, and was cooling in ambient prior to placement into refrigeration.

[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.

[COS] Fried egg relocated to refrigeration to cool.

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)

Inspector Observations:
At the separate storage area of the facility, in an upright cooler, observed raw shell eggs stored above bread.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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

Follow-up By 11/03/2026

Inspector Observations: --48 HOUR NOTICE—
Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is $ 1120.00. 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.

Facility AR Number: AR1362645

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

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Measured Observations

Item	Location	Measurement	Comments
milk	under-counters coolers - right	41.00 Fahrenheit	
sliced ham	under-counter cooler - sandwiches	37.00 Fahrenheit	
frozen breakfast sandwich	upright freezer - right - side storage room	15.00 Fahrenheit	
frozen croissant	upright freezer - left - side storage room	15.00 Fahrenheit	
warm water	hand sink	100.00 Fahrenheit	
sliced cheese	upright cooler - side storage room	38.00 Fahrenheit	
oat milk	under-counter cooler - left	40.00 Fahrenheit	
warm water	hand sink - restroom - side storage room	100.00 Fahrenheit	
whole milk	under-counter cooler - far left	40.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
sliced cheese	under-counter cooler - sandwiches	37.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	

Overall Comments:

Facility is hereby closed due to evidence of a cockroach infestation.

Facility is to immediately cease and desist all operations, including but not limited to food preparation, service, handling, distribution, and sale.

The following must be provided prior to reopening:
1. The signed and completed Reopening Checklist, emailed to the assigned inspector
2. A copy of the pest control report from a licensed provider, stating that facility has been treated and that all vermin activity has been abated, emailed to the assigned inspector

A follow-up inspection must be conducted prior to facility reopening. Call or email to schedule.
Subsequent follow-up inspections after the first shall be billed at $290/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or $664 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.

A facility found in operation after having its permit suspended may be subject to a penalty of three times the facility's normal operating permit fee.

Notes:
- Facility permit category may be upgraded
- Facility has a side storage room with three upright units, an ice machine, and a restroom. Will check to verify that room has been permitted.

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CLOSURE / PERMIT SUSPENSION NOTICE

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 **11/10/2026**.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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: Giselle
Shift Lead

Signed On: October 27, 2026