



CORRECTIVE ACTION PLAN

The Vault / Saké Bar & Bistro

100 W. Hopkins Street, San Marcos, Texas 78666

Response to January 30, 2026 Memorandum – Eating Establishment Violations & CUP Renewal

Dear Mr. Garrison and Planning Staff,

We want to start by saying thank you for taking the time to speak with us, and for giving us the opportunity to present this plan before our CUP renewal hearing. We do not take that lightly.

The Vault and Saké Bar & Bistro have been part of the San Marcos community for **sixteen years**. We have watched this city grow. We have celebrated with Texas State students on graduation nights, hosted rehearsal dinners for couples who met right here on the square, and poured drinks for locals who have become family to us. San Marcos is not just where we do business—it is home. It is where we have built our lives, raised our families, and invested everything we have.

When Claudia came through on January 22nd and we fell short, it hurt. Not because of the paperwork or the process—but because we know better. We *are* better than what she found that night. And we take full responsibility for letting our standards slip.

The truth is, we trusted the wrong person to maintain what we had built. Our General Manager was not holding things to the standard we expect—the standard San Marcos deserves. We have made a difficult but necessary leadership change, and we have already taken significant action to correct every issue that was documented.

We understand that the staff recommendation is to not renew our CUP. We are asking you to consider our sixteen-year history, our deep roots in this community, and the concrete steps we have already taken—and will continue to take—to make this right. We are not asking for a free pass. We are asking for a chance to prove ourselves again.

Below, we have outlined exactly what happened, what we have done to fix it, and how we are going to make sure it never happens again. This is not just a document—it is our commitment to you, to the City, and to our community.

With sincere respect,

Marshall Hogan & Mike Keyser
Owners, The Vault / Saké Bar & Bistro

Section 1: Violations Acknowledged

On January 22, 2026, Code Compliance Officer Claudia Cormier conducted an inspection of our establishment. The following violations were documented in the January 30, 2026 memorandum. We acknowledge each violation and accept full responsibility.

Code Violation	Observed Condition
IPMC 2021 §404.7 Food Preparation	<ul style="list-style-type: none">Ice machine: black-like substanceSoda gun system: black-like substance (mold)Counter appliance: black substance insideFryer: solidified grease, not operational-readyAir fryers: food waste presentGriddle: items left on surface
TFER §228.31 Certified Food Manager	<ul style="list-style-type: none">Food manager certificate not posted conspicuouslyNo Certified Food Protection Manager on duty
Floor Plan Layout Discrepancy	<ul style="list-style-type: none">Floor plan on file did not match observed layoutDJ booth present (special event setup)

Section 2: Concern-by-Concern Response & Corrective Actions

Below we address each concern identified in the inspection, explain what happened, and detail the specific actions we have taken and will continue to take.

Concern 1: Equipment Cleanliness (IPMC §404.7)

What Happened: Our kitchen equipment was not being maintained to the sanitary standards required by code. This was a failure of daily operational oversight by our management team.

Clarification on Counter Appliance: The pot containing black residue was a personal item belonging to an employee, used to make hot cocoa for themselves during shifts. It was never used to prepare food or beverages for guests. Regardless, personal items have no place in our kitchen, and this item has been permanently removed.

Actions Taken (Completed January 23, 2026):

Ice Machine	Head unit professionally cleaned; bin scrubbed and sanitized. Quarterly professional deep cleaning now scheduled.
Soda System	All manifolds disassembled, mold removed, lines flushed. Nightly nozzle sanitization now required.
Personal Item	Removed and discarded. New policy: No personal items permitted in kitchen or food prep areas.
Deep Fryer	Oil drained, interior degreased, heating elements cleaned, refilled with fresh oil. Daily oil quality verification now mandatory before opening.
Air Fryers	Fully disassembled, trays washed, interiors wiped. Post-shift cleaning now mandatory—no exceptions.
Griddle	Surface scraped, degreased, polished. Dedicated utensil storage created. No items left on cooking surfaces.

Concern 2: Certified Food Protection Manager (TFER §228.31)

What Happened: On the night of the inspection, neither manager on duty held a Certified Food Protection Manager credential, and our certificate was not displayed in a location visible to customers. This is a clear violation of Texas Food Establishment Rules, and we take full responsibility.

Actions Taken:

- **Certificate Posting:** Our CFPM certificate has been relocated to a prominent, conspicuous location visible to all guests upon entry.
- **Scheduling Update:** Our scheduling procedures have been updated to ensure a Certified Food Protection Manager is present during ALL hours of operation.

- **Additional Certification:** Jack Byse (our newly promoted General Manager) is scheduled to complete his CFPM examination by February 15, 2026.

Concern 3: Floor Plan Discrepancy

What Happened: The floor plan on file with the City did not reflect the layout observed during the inspection. January 22nd was a special ticketed event, and the DJ booth was a temporary setup for that evening only—not our standard configuration.

Our Standard Operating Configuration:

- **Saké Side (Primary Dining Area):** Open Tuesday through Saturday for full food service.
- **The Vault Side:** Food service extends here Thursday through Saturday.

Action: An updated floor plan will be submitted to Planning & Development Services by **February 7, 2026.**

Section 3: Management Accountability

The violations identified were ultimately a failure of management oversight. We trusted our General Manager to uphold operational standards, and he did not. We have taken decisive action:

- **Carlin Livermore** has been demoted from his position as General Manager, effective immediately, due to failure to enforce established food safety protocols.
- **Jack Byse** has been promoted to General Manager. Jack has consistently demonstrated attention to detail and commitment to operational excellence. He is enrolled to complete his CFPM certification by February 15, 2026.

This was not an easy decision, but leadership requires accountability.

Section 4: Detailed Execution Timeline

We did not wait to take action. The following timeline documents our immediate response:

Date	Action Taken	Status
Jan 22	City inspection conducted by Officer Cormier	Acknowledged
Jan 23	Ice machine head and bin deep cleaned and sanitized	✓ Complete
Jan 23	Soda manifolds disassembled, mold removed, lines flushed	✓ Complete
Jan 23	Personal item (pot) removed and discarded permanently	✓ Complete
Jan 23	Deep fryer drained, degreased, refilled with fresh oil	✓ Complete
Jan 23	Air fryers and griddle fully cleaned and sanitized	✓ Complete
Jan 23	CFPM certificate relocated to visible location at entrance	✓ Complete
Jan 24	Management change: Carlin demoted, Jack promoted to GM	✓ Complete
Jan 27	Kitchen Operations SOP finalized and all staff trained	✓ Complete
Jan 28	Daily opening/closing checklists implemented	✓ Complete
Jan 29	First unannounced owner inspection conducted by Marshall	✓ Complete
Feb 1	Second unannounced owner inspection conducted by Mike	✓ Complete
Feb 4	Corrective Action Plan submitted to City	✓ Complete
Feb 7	Updated floor plan submitted to Planning & Development	Scheduled
Feb 15	Jack Byse completes CFPM certification exam	Scheduled

Section 5: Ongoing Compliance Systems

5.1 Owner Compliance Inspections

We will not rely solely on management to maintain compliance. Marshall Hogan and Mike Keyser are committing to direct, hands-on oversight:

- **Frequency:** Minimum of **two unannounced inspections per week**, rotating between owners. This is non-negotiable.
- **Scope:** Equipment cleanliness, CFPM presence, certificate posting, checklist completion, fryer readiness, overall sanitation
- **Accountability:** Any deficiency must be corrected within 24 hours with documented follow-up

5.2 Daily Compliance Checklists

Every shift now requires documented verification. All checklists are signed by the responsible manager and retained on premises for minimum 90 days.

Section 6: Continued Efforts & Investment Roadmap

Beyond compliance, we are actively investing in our food program and guest experience:

Target	Initiative	Impact
Feb 2026	New Website Launch - Fully redesigned website featuring our food menu prominently	Positions food as core to our identity
Ongoing	Increased Social Media Marketing - Regular posts showcasing our food program	Drives awareness; increases food orders
Q2 2026	Toast Mobile/Online Ordering - Guests can order food via mobile and web	Expands food service accessibility
Quarterly	Professional Equipment Service - Scheduled deep cleaning of ice machine	Professional standards maintained
Weekly	Owner Compliance Inspections - Minimum 2x per week unannounced	Direct ownership accountability

Our new website (launching at vaultsake.com) prominently features our food menu with the tagline "*bar bites served all day & night.*" We are proud of our food program and committed to showcasing it.

Section 7: Conclusion

The Vault and Saké Bar & Bistro have been part of San Marcos for sixteen years. We are not a corporate chain or an absentee ownership group. We are local business owners who live here, work here, and care deeply about this community.

The violations identified in the January 22nd inspection represented a failure of management oversight—a failure we have addressed directly and decisively. We are not making excuses. We are taking responsibility and demonstrating through action that we have corrected course.

In the thirteen days since the inspection, we have:

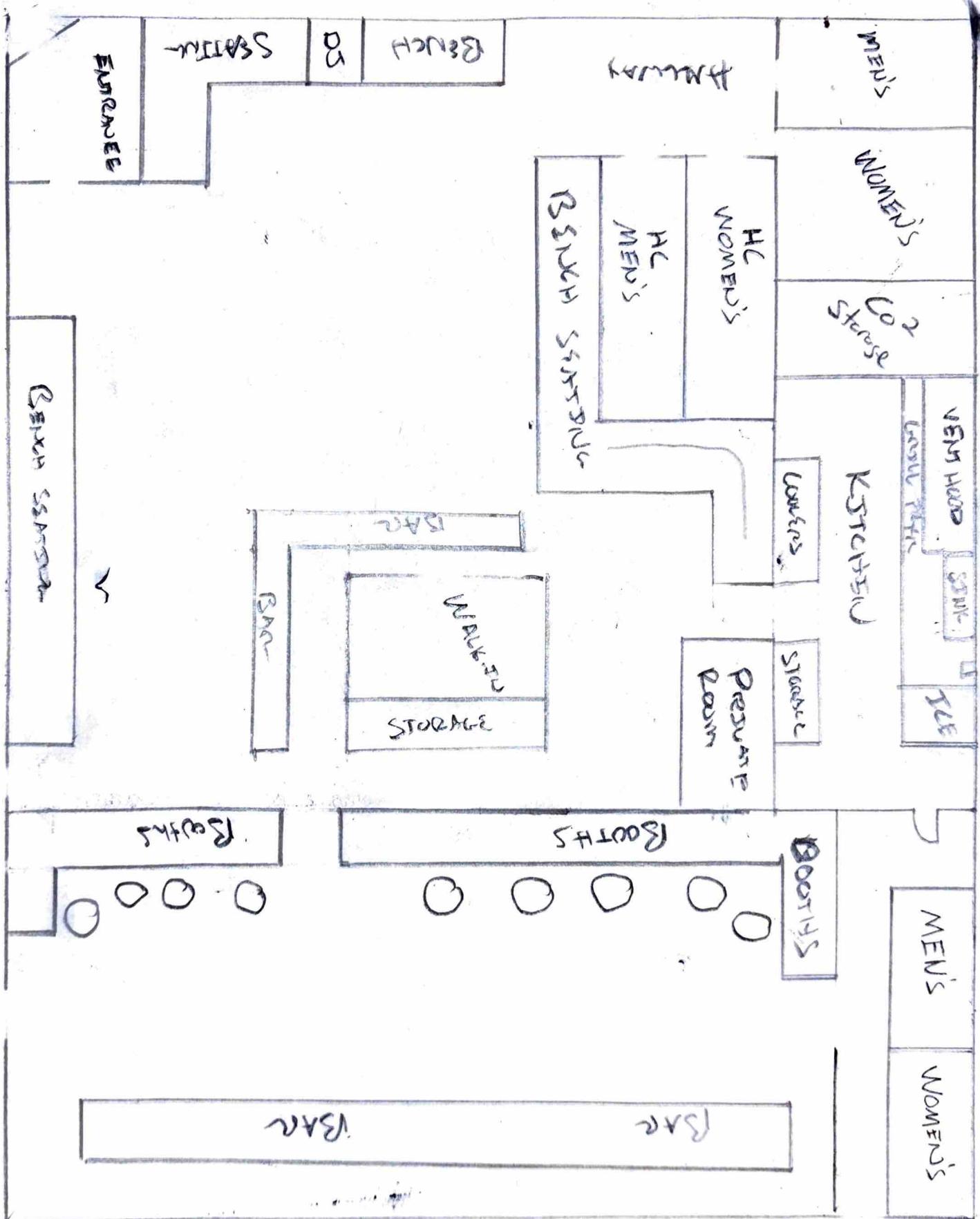
- Deep cleaned and sanitized every piece of equipment cited
- Relocated our CFPM certificate to a visible location
- Demoted our General Manager for failing to uphold standards
- Promoted a new General Manager who is scheduled for CFPM certification
- Developed and implemented a comprehensive Kitchen Operations SOP
- Established daily opening and closing compliance checklists
- Conducted multiple unannounced owner inspections
- Committed to a minimum of two owner inspections per week going forward

We welcome a follow-up inspection at any time. Come by unannounced—we have nothing to hide. We want you to see the changes we have made.

San Marcos has been good to us, and we want to continue being good for San Marcos. Thank you for considering our plan and giving us the opportunity to make this right.

— *End of Corrective Action Plan* —

The Vault / Saké Bar & Bistro





FOOD MENU

CHICKEN TENDERS

Served with fries and side of Ranch \$13

BBQ WINGS (6)

Served with fries and a side of Ranch..... \$15

HOT WINGS (6)

Served with fries and a side of Ranch..... \$15

PEPPERONI PIZZA

\$8

CHEESE PIZZA

\$7

TEXAS ALCOHOLIC BEVERAGE COMMISSION

MB -102251939

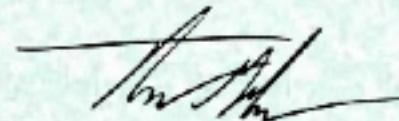
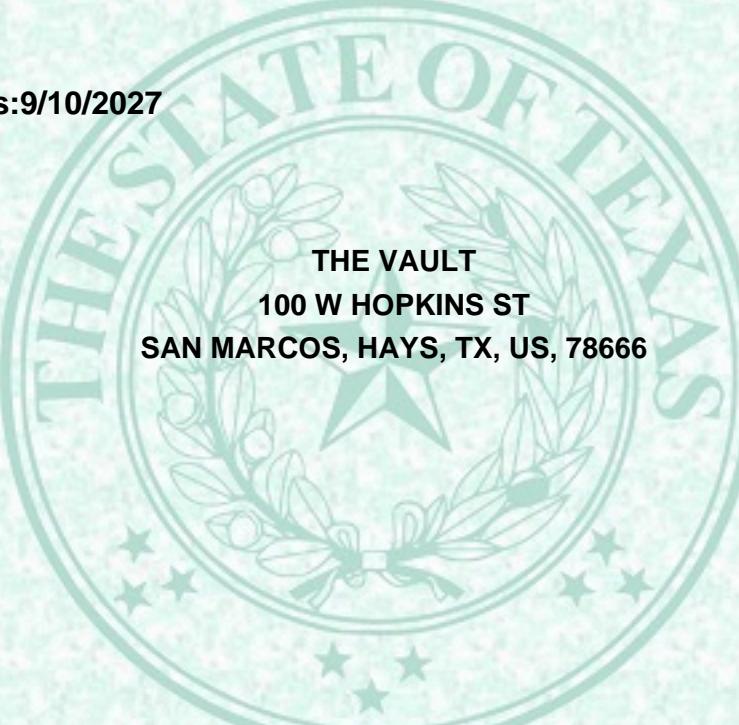
Expires:9/10/2027

MIXED BEVERAGE PERMIT (MB)

LATE HOURS CERTIFICATE (LH)



NEWTON GANG GETAWAY LLC



EXECUTIVE DIRECTOR

THIS PERMIT IS NOT TRANSFERABLE, MUST BE PUBLICLY DISPLAYED AT ALL TIMES AND USED ONLY IN PLACE OF BUSINESS INDICATED HEREON THE ACCEPTANCE HEREOF CONSTITUTES AN EXPRESS AGREEMENT TO PERMIT ANY AUTHORIZED REPRESENTATIVE OF THE COMMISSION OR ANY PEACE OFFICER TO FREELY ENTER UPON PERMITEES TO PERFORM ANY DUTY IMPOSED UPON HIM.