

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 FA0253927 - HIEN KHANH DAKAO 3		Site Address 1111 STORY RD 1027, SAN JOSE, CA 95122		Inspection Date 01/07/2026	
Program PR0369999 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name NGUYEN, NGOC		Inspection Time 14:00 - 14:50
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By NGOC N.	FSC Ngoc Nguyen 06/23/2026		

Placard Color & Score
GREEN
87

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification	X						S
K02 Communicable disease; reporting/restriction/exclusion	X						
K03 No discharge from eyes, nose, mouth	X						S
K04 Proper eating, tasting, drinking, tobacco use	X						S
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			
K08 Time as a public health control; procedures & records	X						S
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		
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		X
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	
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: PHF items maintained at the front service area measured as follows:

- Red beans - 54F.
- White beans 52F.
- Taro paste - 47F.
- Mung bean paste - 46F.

Items are maintained inside the wells with inadequate ice that barely reaches the bottom of the containers. Per owner, items were taken out from the refrigerator approximately 2 hours prior upon opening.

- [CA] PHFs shall be held at 41°F or below or at 135°F or above.**
- [COS] Additional ice was added to the holding wells to immediately cool items.**

Minor Violations

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: One dead cockroach observed inside basin of the hand wash sink. One dead cockroach observed on floor between the merchandiser refrigerator and wall when entering the kitchen from the front service area.

Owner stated that the facility is serviced monthly by the mall provided pest control service. Owner also stated that they have scheduled for treatment with a second provided today to additional measures.

No other live or dead activity was observed.

[CA] Clean and sanitize area of dead cockroaches.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: Heavy accumulation of grease observed on wall behind the metal storage shelf adjacent to the merchandiser refrigerator.

- Heavy accumulation of grime and debris observed on floors in the following areas:**
- Space between the merchandiser refrigerator and wall when entering into the kitchen.
 - Underneath the two-door upright freezer.

[CA] Walls and/or floors in food preparation area shall be kept clean. Regularly clean under equipment to prevent accumulation of debris.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
Taro paste	Merchandiser refrigerator	39.00 Fahrenheit	
Warm water	Hand wash sink	102.00 Fahrenheit	
Cooked dice taro	Merchandiser refrigerator	40.00 Fahrenheit	
Milk	Merchandiser refrigerator	40.00 Fahrenheit	
Hot water	Three-compartment sink	120.20 Fahrenheit	
Red beans	Merchandiser refrigerator	39.00 Fahrenheit	
Mung bean paste	Merchandiser refrigerator	38.00 Fahrenheit	
White beans	Merchandiser refrigerator	38.00 Fahrenheit	
Ambient	Two-door upright freezer	8.00 Fahrenheit	

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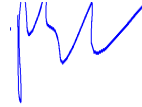
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Overall Comments:

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 1/21/2026. 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: Ngoc N.
Owner

Signed On: January 07, 2026