

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 FA0261152 - THIEN HUONG SANDWICHES & BAKERY		Site Address 1181 STORY RD, SAN JOSE, CA 95122		Inspection Date 05/26/2023	
Program PR0382908 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HIEN NGUYEN		Inspection Time 10:00 - 12:00
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION		Consent By THUY	FSC Dang Tran 11/26/2025	

Placard Color & Score
RED
31

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						
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			N
K06 Adequate handwash facilities supplied, accessible		X		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		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		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	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	X	
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		
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	X	
K43 Toilet facilities: properly constructed, supplied, cleaned		
K44 Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Food preparation employee observed talking on cellphone, clean and organize trash bins, and then attempted to resume food preparation, without washing hands. When instructed to wash hands, employee began washing hands at the three-compartment sink directly above raw shrimp. [CA] Ensure employees are properly washing hands as required. Employees shall wash their hands in all of the following instances:

Follow-up By
05/30/2023

- (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) After using the toilet room.
- (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 properly wash hands at hand wash sink.

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Hand wash sink in left side kitchen obstructed with empty cardboard boxes in front, water hose inside wash basin, lacked paper towels, and hot water faucet was inoperable.

Follow-up By
05/30/2023

Hand wash sink in right side kitchen obstructed with flatten cardboard boxes on top of wash basin, lack hand soap, paper towel dispenser was inoperable, and cold water faucet was inoperable.

Hand wash station in front sandwich preparation area observed with sewage back-up. See violation K22.

[CA] Handwashing facilities shall be equipped with handwashing cleanser and single-use sanitary towels in dispensers at all times. Handwashing facility shall be clean, unobstructed, and accessible at all times.

[COS/SA] Employee removed obstructions and refilled hand soap and paper towel dispensers. Discontinue use of hand wash sink in front service area until sewage back-up/clog is cleared.

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

Inspector Observations: Flat of raw shelled eggs maintained out in ambient temperature measured at 60F.

Follow-up By
05/30/2023

Container of raw shelled eggs maintained inside inoperable food preparation refrigerator at the front sandwich preparation area measured at 69F. Employee stated that eggs were removed from refrigeration to prepare for a sandwich order.

Two containers of cooked pork maintained out in ambient temperature:

- One container with about half pound of meat measured at 78F.
- One bowl, approximately 10 pounds, tightly covered measured at 100F.

Bowl of pate maintained out in ambient temperature measured at 70F.

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Employee stated that meat and pate were kept out for 30 minutes to prepare an order and will be returned to refrigerators.

**[CA] PHFs shall be held at 41°F or below or at 135°F or above.
[COS] All items were relocated into refrigerators to immediately cool.**

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Three bags of cooked red rice and four bags of cooked white rice maintained inside walk-in refrigerator on the right side kitchen measured between 47F to 50F. Employee stated that rice were prepared the day prior and has not been taken out of the refrigerator.

Bowl of cooked grilled pork actively cooling kept tightly covered with metal bowl. Meat measured at 120F and per employee was prepared less than one hour prior.

[CA] 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] Seven bags of rice were VC&D for improper cooling. Bowl of grilled pork was kept uncovered to expedite cooling process.

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: Observed employee remove gloves and wash hands at the three-compartment sink, directly above raw shrimp thawing, when instructed by DEH to wash hands. [CA] No employee shall commit any act that may cause the contamination or adulteration of food, food-contact surfaces, or utensils. [COS] Strainer of shrimp, approximately 10lbs were VC&D for contamination.

Follow-up By
05/30/2023

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

Inspector Observations: Observed sticky monitoring traps throughout facility heavily infested with live and dead cockroaches.

Follow-up By
05/30/2023

**Live cockroach nymph observed on cashier counter on the right side of facility used to store food items.
2+ live cockroaches observed at the cashier area adjacent to the sandwich preparation area, inside crevices of the wooden counter.
One live cockroach observed on floor underneath inoperable display refrigerator.**

Observed dead rat on floor in-between upright refrigerator and wall at the right side kitchen.

Observed two dead mice on sticky monitoring traps behind the baking ovens between the two kitchens.

Heavy accumulation of rodent droppings observed in the following areas:

- Below shelf next to the cook line at the right side kitchen.
- On floors in-between booth seating, on the corners, and underneath cast-off equipment throughout the dining room.
- Below shelves in the dry storage room.
- On floors behind equipment.
- On floor underneath inoperable display refrigerator on the sales floor.
- On food storage areas below food preparation tables.
- Inside open cabinets.
- Outside dumpster/work area underneath shelves.

Observed heavy use of rodent baits throughout facility, especially in the dining room.

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Per employee, facility is serviced every two weeks. Pest control reports were unavailable for review, however invoices of services was provided.

[CA] The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s). The food facility shall cease operation of the food facility immediately. The food facility shall remain closed until: there is no longer evidence of a vermin infestation; all contaminated surfaces have been cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborages have been resolved.

Heavy presence of live flies throughout facility. [CA] Use any and all approved methods to abate live flies.

Minor Violations

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: Employee's opened food and beverages stored on top of food preparation equipment and food storage areas.

[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area.

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

Inspector Observations: Hot water not provided at the hand wash sink in the left side kitchen. Cold water not provided at the hand wash sink in the right side kitchen. [CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds. Ensure cold and hot water are provided at all hand wash stations.

K22 - 3 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations: Observed floor drain below hand wash sink and/or food preparation sink behind the sandwich preparation area clogged with waste water and/or sewage. [CA] Food facility shall not operate if there is sewage overflowing or backing up in the food facility. The food facility, or impacted areas, shall remain closed until all plumbing problems have been corrected and all contaminated surfaces have been cleaned and sanitized.

Follow-up By 05/30/2023

Observed steady leak at waste drain pipes below the three-compartment sink at the left side kitchen.

[CA] Liquid waste shall be disposed of through the approved plumbing system and shall discharge into the public sewerage or into an approved private sewage disposal system.

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: Observed numerous closed buckets of fish sauce maintained outside of facility. Employee stated that sauce was just prepared and was kept outside until employees are able to relocate to inside facility.

Numerous cans of quail eggs maintained outside of facility on storage shelf.

[CA] Food or food related equipment shall be stored in an approved fully enclosed food facility.

Observed employees conducting food preparation on floors. Containers of food stored directly on floors throughout facility.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

Observed baguettes stored inside cardboard boxes. [CA] Store open bulk foods in approved NSF containers with tight fitting lids.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: Heavy accumulation of debris and food residue observed on faucets, refrigerator handles, and food preparation equipment.

[CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

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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 garbage bags used to cover food items. [CA] Discontinue use of garbage bags, use approved food grade materials to store and cover food items.

K42 - 2 Points - Garbage and refuse improperly disposed; 114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8

Inspector Observations: Observed garbage area outside of facility heavily cluttered with cast-off equipment and food debris around refuse bins. Refuse bins were maintained opened.

[CA] Refuse enclosure not kept clean of debris to prevent buildup of soil and attractants for vermin. Refuse containers shall be covered at all times when not in use.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: Employees' personal belongings, cellphones, keys, purses, stored in areas of food preparation, food storage, and/or food contact surfaces. [CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

Accumulation of cast-off equipment inside and outside of facility. Right side facility, previously used as dining area is heavily cluttered with equipment and boxes of food, food ingredients, equipment, etc.

[CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.

Observed gap in-between door and door frame on side of facility.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

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

Inspector Observations: Heavy build up of dirt, debris, food residue, and rodent droppings throughout facility. Heavy accumulation of food residue observed on walls at food preparation areas.

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

Observed numerous holes on walls:

- By the upright refrigerator on the right side kitchen.
- Inside dry storage room.
- On wall by the door to the dumpster area.

[CA] Repair holes in structure and maintain in good repair to prevent pest harborage.

Observed numerous coved-base tiles missing and/or broken at the three-compartment sink at the left side kitchen.

[CA] The juncture of the floor and wall shall be coved with a 3/8-inch minimum radius coving and shall extend up the wall at least 4 inches.

Performance-Based Inspection Questions

- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Measured Observations

Item	Location	Measurement	Comments
Sliced headcheese	Sandwich preparation refrigerator	41.00 Fahrenheit	
Sliced fancy pork	Walk-in refrigerator	40.00 Fahrenheit	
Raw pork chops	Walk-in refrigerator	39.00 Fahrenheit	
Ham	Sandwich preparation refrigerator	40.00 Fahrenheit	
Hot water	Three-compartment sink	120.00 Fahrenheit	
Grilled pork	Cook line	170.00 Fahrenheit	

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Overall Comments:

- Complaint investigation was conducted concurrently with routine inspection.
 - Facility is hereby closed due to the presence of vermin.
 - Facility is to immediately cease and desist all operations.
 - Facility is to remain closed until vermin infestation is completely abated.
 - Remove all live and dead cockroaches, rats, and mice.
 - Remove, clean and sanitize all affected areas with rodent droppings and/or cockroaches.
 - Obtain immediate service from licensed pest control - provide pest control report upon follow-up inspection.
 - Seal all holes, gaps, cracks, and/or crevices.
 - Subsequent follow-up inspections after the first follow-up shall be billed at \$219/hour, minimum one hour during normal business hours: Monday through Friday, 7:30 AM to 5:00 PM, or \$493/hour during non-business hours, and upon inspector availability.
- ***** Note: First follow-up on weekend and/or holiday will be charged at \$493/hour.
- 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 red placard. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

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 **6/9/2023**. 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: Lin Su
Manager

Signed On: May 26, 2023