

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 FA0207170 - PHO HOA RESTAURANT @ 1834		Site Address 1834 TULLY RD, SAN JOSE, CA 95122		Inspection Date 09/25/2026		Placard Color & Score YELLOW 69		
Program PR0303403 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name AUREFLAM CORP		Inspection Time 10:55 - 12:55			
Inspected By RAYMOND CHUNG		Inspection Type ROUTINE INSPECTION		Consent By LOC VO				FSC Richard V. Wong 12/16/2028

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						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	X			N
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records		X		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						
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		X
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		X
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:

1. Tray of eggs were held at room temperature on the shelf under the work table at the cook line. Per operator, eggs were brought out this morning. [corrective action] Eggs shall be kept cold at 41F or below. [correction] Eggs were moved to a refrigerator.

2. Observed bean sprouts stored in a container of water at room temperature. [corrective action] Bean sprouts shall be kept at 41F or below. [correction] Operator added ice to the bean sprouts.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Boba at the Jazen Tea counter were held at room temperature with no time marking. [corrective action] Boba may be held at room temperature for a maximum of 4 hours. Any leftovers after 4 hours must be discarded. Boba must be marked with time it was done cooking or time to be discarded. [correction] Per operator, boba was done cooking at 9:45 AM this morning. A label with discard time was placed on the container of boba. Boba takes 45 minutes to cook. The next batch will begin cooking at 1 PM and be ready for service by 1:45 PM.

Minor Violations

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

Inspector Observations:

Observed kitchen employee handle raw beef with gloved hands. Employee continued to handle utensils to cook the beef and obtained to go containers without changing gloves. [corrective action] When gloves are contaminated, ensure to change gloves prior to handling clean equipment or other food items to prevent cross contamination. [correction] Operator was informed of proper glove usage and informed employee during time of this inspection.

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

Inspector Observations:

1. Observed one large pot of beef pho broth and one large pot of chicken pho broth cooling in the kitchen. Each pot appeared to be over 5 gallons in volume. [corrective action] Broth must be rapidly cooled from 135F to 70F within 2 hours and from 70F to 41F within the next 4 hours. Broth must be split into smaller portions to facilitate more rapid cooling. [correction] Operator opted to place the pots back onto the stock pot burners to reheat and hot hold.

2. Observed cooked shrimp cooling in a container covered with plastic wrap in the 3-door reach-in cooler. [corrective action] Keep food uncovered when it is still cooling to facilitate more rapid cooling. [correction] Container was uncovered.

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:

Observed both ice machines to have hard water and brown residue building up on interior panels. [corrective action] Remove the ice and thoroughly clean and sanitize the interior of the ice bin.

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

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Inspector Observations:

1. Observed heavy grease building up on the table for the mixer at the back of the kitchen. [corrective action]
Clean the table to remove excessive grease.

2. Observed mold and food debris building up on the racks inside the walk-in cooler. [corrective action]
Thoroughly clean the racks.

3. Observed heavy grease build up on the under shelf of the work table at the cook line. [corrective action] Clean the shelf to remove excessive grease.

4. Observed debris and plastic peeling off the walk mounted shelf above the food preparation sink. [corrective action] Clean the wall mounted shelf.

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

Inspector Observations:

Observed heavy syrup residue and debris on the floor under the soda machine. [corrective action] Remove the equipment and thoroughly clean the floor in this area.

K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations:

Observed a ventless "Auto Fry" fryer installed in the kitchen without prior approval from this department. Operator was previously directed by this department to submit plans to the Plan Check Unit for plan review but has not done so. [corrective action] Remove the fryer by 09/27/2026.

Note: Fryer is available at the cook line under exhaust hood.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

Item	Location	Measurement	Comments
ambient	walk-in cooler	41.00 Fahrenheit	Per probe thermometer found inside the walk-in cooler
vegetarian broth	walk-in cooler	41.00 Fahrenheit	
hot water	food preparation sink (Jazen Tea)	150.00 Fahrenheit	
chicken wings	undercounter freezer (Auto Fry)	10.00 Fahrenheit	
shrimp (cooling)	3-door reach-in cooler	78.00 Fahrenheit	
red bean	prep unit (Jazen tea)	40.00 Fahrenheit	
boiled chicken (cooling)	walk-in freezer	80.00 Fahrenheit	Chicken in uncovered colanders
cooked chicken	3-door reach-in cooler	41.00 Fahrenheit	
cooked salmon	prep unit (across dishwasher)	39.00 Fahrenheit	
hot water	3-compartment sink	170.00 Fahrenheit	
chlorine sanitizer	dishwasher	50.00 PPM	
cooked chicken	prep unit (cook line)	41.00 Fahrenheit	
cooked flank steak	prep unit (cook line)	36.00 Fahrenheit	
grilled pork	3-door reach-in cooler	41.00 Fahrenheit	
ranch dressing	undercounter cooler (Auto Fry)	36.00 Fahrenheit	
warm water	men's restroom	100.00 Fahrenheit	
garlic beef (cook temp)	from the stove	180.00 Fahrenheit	
boneless chicken (cook temp)	from Auto Fry	203.00 Fahrenheit	
seafood broth	walk-in cooler	42.00 Fahrenheit	
popcorn chicken (thawing)	walk-in cooler	28.00 Fahrenheit	
hot water	food preparation sink (kitchen)	170.00 Fahrenheit	
sliced tomatoes	prep unit (across dishwasher)	39.00 Fahrenheit	
egg roll	walk-in freezer	18.00 Fahrenheit	

Overall Comments:

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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 **10/9/2026**. 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: Loc Vo
Supervisor
Signed On: September 25, 2026