

# 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 FA0211543 - PHO VAN RESTAURANT		Site Address 1555 LAURELWOOD RD 1, SANTA CLARA, CA 9505		Inspection Date 04/02/2025	
Program PR0302543 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NGUYEN, TIEN TAN		Inspection Time 11:20 - 13:45
Inspected By GLENCIJOY DAVID	Inspection Type ROUTINE INSPECTION	Consent By THOI HO	FSC		

Placard Color & Score

**YELLOW**

**62**

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						N
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		
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		X			N
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	X	
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	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
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	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

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

**Inspector Observations: Measured pork at 79F and 109F and beef at 66F on shelves across cook line. Per cook, food has been out for less than two hours. [CA] PHFs shall be held at 41°F or below or at 135°F or above. [COS] Beef was moved to walk in cooler. Pork was served within two hours.**

Follow-up By  
04/07/2025

**Minor: Measured beef at 43F, fried tofu at 43F, and eggs at 43F in walk in cooler. Per PIC, cooler has been opened frequently for the last hour. [CA] PHFs shall be held at 41°F or below or at 135°F or above.**

K14 - 8 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: Measured chlorine at 0 ppm in dishwashing machine. Dishes were in dishwasher at time of measurement. [CA] Maintain chlorine in mechanical warewash machine at 50 PPM. [COS] Employee adjusted chemicals and measured chlorine at 25 ppm in dishwashing machine.**

Follow-up By  
04/07/2025

**Minor: Heavy accumulation of debris on underside of cleaned equipment (bowls, plates, metal bowls). [CA] The food-contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations.**

### Minor Violations

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

**Inspector Observations: Measured hot water at 109F at three compartment sink. [CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.**

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

**Inspector Observations: Cockroach droppings present on walls in office area. [CA] Clean and sanitize area of cockroach droppings.**

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: Raw foods (beef, eggs) are stored above vegetables and ready to eat foods in walk in cooler. [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.**

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

**Inspector Observations: Open containers of food on shelving. [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: Accumulation of grease and debris on hood and hood filters. [CA] Clean mechanical exhaust hood and filters of accumulations.**

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

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, 114166, 114167, 114169, 114175, 114177, 114180, 114182

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**Inspector Observations: No food preparation sink in facility. [CA] All permanent food facilities that wash, rinse, soak, thaw, or similarly prepare foods shall be provided with a food preparation sink.**

**Follow-up By  
07/02/2025**

**Wooden shelving and particle boards/benches are present in dry storage room and kitchen. Particle board attachments are on steam tables (steam table not used for hot holding but as a counter). Particle board tables and wooden tables/shelving are installed in front counter area. [CA] All utensils and equipment shall be approved, installed properly, & meet applicable standards. Use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent.**

**Cardboard used to line shelf in walk in cooler. [CA] Discontinue the use of cardboard boxes to line shelves, use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent.**

**Note: Facility will have three months to submit plans to this department regarding the addition of a three compartment sink. Facility will also have three months to remove unapproved materials from shelving and tables.**

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

**Inspector Observations: Container holding noodles is in disrepair; container has hole on side. [CA] Equipment and utensils shall be designed and constructed to be durable and retain characteristic qualities under normal use conditions.**

**Single-use containers and bags (soy sauce containers, noodle bags) are re-used to store food. [CA] Food containers intended for single use shall not be reused.**

**Pots and utensils stored hanging next to mop sink. [CA] Properly store utensils and equipment in a clean and sanitary manner.**

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

**Inspector Observations: Two broiler cooker is at edge of exhaust hood and does not have a six inch overhang. [CA] There shall be a minimum of 6 inches overhang of ventilation hood over cooking equipment.**

**Counter top deep fryer is not underneath exhaust hood. [CA] Provide approved exhaust hood ventilation over all cooking equipment as required to effectively remove cooking odors, smoke, steam, grease, heat, and vapors.**

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: No mop rack available. [CA] Mop rack or other devices shall be made available to hang and store cleaning tools.**

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

**Inspector Observations: Accumulation of debris on walls in food preparation area and on floors near walls. [CA] Walls and floors in food preparation area shall be kept clean. Regularly clean under cooking equipment to prevent accumulation of debris.**

**Walls in prep area are textured. [CA] The wall surfaces shall be smooth, of durable construction, and of nonabsorbent material that is easily cleanable.**

## Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

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

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## Measured Observations

Item	Location	Measurement	Comments
eggs	walk in cooler	43.00 Fahrenheit	
eggroll	white freezer - right	35.00 Fahrenheit	
fried tofu	walk in cooler	43.00 Fahrenheit	
tomatoes	reach in cooler	37.00 Fahrenheit	
pork	walk in cooler	41.00 Fahrenheit	
pork	shelf	109.00 Fahrenheit	
half and half	cooler/freezer	40.00 Fahrenheit	
shrimp	white freezer - left	24.00 Fahrenheit	
beef	stove	206.00 Fahrenheit	
pork	shelf	144.00 Fahrenheit	
chlorine	dishwashing machine	0.00 PPM	[COS] 25 ppm
chicken	white freezer - next to ice machine	22.00 Fahrenheit	
pork	shelf	79.00 Fahrenheit	
hot water	three compartment sink	109.00 Fahrenheit	
beef	walk in cooler	43.00 Fahrenheit	
beef	shelf	66.00 Fahrenheit	
beef	white freezer - next to cook line	30.00 Fahrenheit	

## Overall Comments:

### OWNERSHIP CHANGE INFORMATION

**NEW OWNER: QUOC VINH INC**

**FACILITY NAME: PHO VAN RESTAURANT**

*The applicant has completed the change of ownership application process for an Environmental Health Permit.*

*The permit category for this facility is FP11. An invoice for the permit fee in the amount of \$1580.00 will be mailed to the billing address on the application. Payment must be submitted within 10 days of receipt of the invoice. The owner is responsible for contacting our department if an invoice is not received and remit payment within 30 days.*

*The Environmental Health Permit will be effective: 05/01/2025 - 04/30/2026. This report serves as a temporary permit. However, the permit will be deemed invalid if the permit fee is not paid in full within 30 days from the date of this report. Okay to Operate.*

*Post permit in public view.*

*Structural Review inspection conducted on 04/02/2025*

*Prior to the installation of any new equipment (including sink), submittal is required to Plan Check.*

*Plan check consultation hours are Monday thru Friday 730AM-10AM and afternoon by appointment only at address above.*

*Additional information on Plan Check Program is available at <https://www.sccgov.org/sites/cpd/programs/pcp/Pages/home.aspx>.*

*Any installation of new equipment, without prior notification to district specialist/Plan Check is subject to impound. Unapproved equipment will not be allowed for use.*

*\*Obtain food safety manager certificate within 60 days. All other food employees must have valid food handler cards within 30 days from hire date. Food Safety Manager Certificate and Food Handler cards shall be available for review.*

*Information on a Food Safety Certificate and Food Handler cards are available at <https://www.sccgov.org/sites/cpd/programs/fsp/Pages/FSC.aspx>.*

*Facility shall notify district specialist should there be a change of number of employees or change in menu. District specialist shall be notified prior to the addition, replacement, or removal of any equipment.*

*Facility is recommended to have professional pest control services.*

*Reviewed proper holding temperatures and proper cooling temperatures with new ownership.*

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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 **4/16/2025**. 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:

<b>[CA]</b>	Corrective Action
<b>[COS]</b>	Corrected on Site
<b>[N]</b>	Needs Improvement
<b>[NA]</b>	Not Applicable
<b>[NO]</b>	Not Observed
<b>[PBI]</b>	Performance-based Inspection
<b>[PHF]</b>	Potentially Hazardous Food
<b>[PIC]</b>	Person in Charge
<b>[PPM]</b>	Part per Million
<b>[S]</b>	Satisfactory
<b>[SA]</b>	Suitable Alternative
<b>[TPHC]</b>	Time as a Public Health Control



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**Received By:** Thoi Ho  
Owner  
**Signed On:** April 02, 2025