

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 FA0213395 - PHO QUEEN NOODLE HOUSE		Site Address 1133 TASMAN DR, SUNNYVALE, CA 94089		Inspection Date 10/08/2026		Placard Color & Score YELLOW 63		
Program PR0306332 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name DANG, NANCY		Inspection Time 10:10 - 13:30			
Inspected By THAO HA		Inspection Type ROUTINE INSPECTION		Consent By ANDY				FSC Dung Tran 03/24/2029

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						S
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						
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						S
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	X	
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	X	
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored	X	
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		
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: *Employee handling raw chicken with one time use gloves, employee attempted to handle other foods before specialist intervened. Employee touched handles of freezer with contaminated hands*
[CA] *Properly wash hands with soap, warm water and dry using single use paper towels as required. Gloves shall be properly used and changed when required.*

[COS] *Employee was instructed to remove gloves and employee washed hands with soap and water prior to donning new gloves. Handle of reach in freezer was cleaned with 100ppm chlorine.*

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

Inspector Observations: *Chicken broth on floor was measured at 114F and vegetable broth was measured at 72F. Per PIC, both broths were removed from heat about 1.5 hours prior and broths will be kept on floor until pots are empty on stove and will reheat to refill working pots.*

[CA] *PHFs shall be held at 41°F or below or at 135°F or above.*

Recommend adding upright warmer or soup wells to keep broth hot.

[COS] *Broths were take off the floor reheated to 165F on the stove top and kept on stove top for service.*

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

Inspector Observations: *Boba at the front service area was measured at 78F. PIC informed specialist that the boba was take out of temperature control at 10am and only a little bit if made so will be gone by end of lunch period. No SOPs to TPHC available and per operator extra will be placed back into reach in cooler.*

[CA] *When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.*

[COS] *PIC will be using TPHC for this PHF, time stamp was placed on the container to be discarded at 2:00PM after four hours.*

Minor Violations

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

Inspector Observations: **REPEAT VIOLATION**

1) Large deep pot of chicken stock on floor measuring 135F. Per operator, pot was taken off of stove 2 hours prior and will be kept out until cool to touch prior to placing into freezer.

2) In the inserts in the prep cooler across the cookline; cooked shrimp was measured at 77F. Person in charge stated the shrimp was cooked about an hour prior.

[CA]

After heating or hot holding, 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.

Recommend using ice wands, ice baths, or decanting to smaller containers.

[COS]

1) Pho broth pot was placed into ice bath and stirred constantly.

2) Shrimp was split into two smaller containers and placed into reach in portion of cooler.

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

Inspector Observations: *Soup broths, uncooked chicken were being stored on the floor throughout the kitchen.*

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

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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: Trash bags observed to be used to cover meats. Per operator trash bags are unused trash bags. [CA] Discontinue use to trash bags for covering or holding foods. Provide food grade containers or bags for use.

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

**Inspector Observations: Ventilation hood missing filters in the middle.
[CA] Ventilation hood filters shall be maintained clean and fitted to hood.**

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: Wiping cloths observed on countertop between uses. [CA] Keep wiping cloths in sanitizer buckets of 100ppm chlorine or 200ppm quat ammonia.

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: Employee personal items such as a cellphone, hydrogen peroxide, and a purse observed to be stored on shelves with mixed with food or other food prep equipment. [CA] Provide designated spaces to hold employee personal effects separated from food and food prep equipment/surfaces.

Performance-Based Inspection Questions

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

Measured Observations

Item	Location	Measurement	Comments
sliced beef	prep cooler inserts across from cookline	40.00 Fahrenheit	
octopus	prep cooler inserts across from cookline	63.00 Fahrenheit	
boba	front service area	78.00 Fahrenheit	
beef broth	kitchen floor	139.00 Fahrenheit	
vegetable broth	kitchen floor	72.00 Fahrenheit	
hot water	hand wash sink near three compartment sink	135.00 Fahrenheit	
cooked shrimp	prep cooler inserts across from cookline	78.00 Fahrenheit	
cooked shrimp	prep cooler inserts across from cookline	77.00 Fahrenheit	
sanitizer	dishwasher	50.00 PPM	
cooked chicken	prep cooler across from the cookline	39.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
raw chicken	kitchen floor	71.00 Fahrenheit	
Beef cubes	one door reach in cooler	36.00 Fahrenheit	
chicken broth	kitchen floor	114.00 Fahrenheit	
Half and half	unright display cooler	40.00 Fahrenheit	
hot water	men's restroom	104.00 Fahrenheit	
raw beef	two door reach in cooler	38.00 Fahrenheit	
hot water	women's restroom	102.00 Fahrenheit	
hot water	hand wash sink in front service area	102.00 Fahrenheit	
cooked beef	prep cooler inserts across from cookline	39.00 Fahrenheit	
cooked pork	next to prep cooler	124.00 Fahrenheit	cooling
soup base	kithcen floor	135.00 Fahrenheit	
Rice noodles	next to prep cooler next to cookline	80.00 Fahrenheit	cooling for 40 minuites
sliced beef	two door reach in cooler	38.00 Fahrenheit	

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Overall Comments:

Joint inspection with Ivan Alejo. Report written by Ivan Alejo.

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 **10/22/2026**. 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: Andy Nguyen
manager

Signed On: October 08, 2026