

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 FA0273414 - PHUC LONG COFFEE & TEA		Site Address 979 STORY RD 7000, SAN JOSE, CA 95122		Inspection Date 07/17/2025		Placard Color & Score <div style="background-color: green; color: white; padding: 10px; text-align: center;"> GREEN 74 </div>		
Program PR0413383 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name H4L HOLDIN GLLC		Inspection Time 15:05 - 16:40			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By AN				FSC TAn Phat Trinh 05/05/2030

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification			X				N
K02	Communicable disease; reporting/restriction/exclusion	X						
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						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		X
K41	Plumbing approved, installed, in good repair; proper backflow devices		X
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

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

Inspector Observations: *Measured whole milk at 60F that was sitting out during rush hour for approximately 2 hours. [CA] PHFs shall be held at 41°F. [COS] Whole milk was placed back into fridge to cool.*

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations: *No Food Handler Cards were available during inspection. [CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler.*

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *Handwash sink near 3-comp sinks was filled with clean prep-fridge inserts. Other handwash sink was available near front service area. [CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.*

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

Inspector Observations: *Employee restroom hot water measured at 75F. There are several alternative handwash sinks available for proper handwashing. [CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.*

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

Inspector Observations: *One dead cockroach in water bucket. Did not observe any other activity in kitchen or food prep areas. [CA] Clean and sanitize area of dead cockroaches or old droppings.*

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

Inspector Observations: *Multiple wiping cloths stored on food surfaces around the kitchen and at the front prep-line. [CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).*

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: *3-comp sink is leaking from drain pipes. A spill bucket was placed under pipes to catch leaking waste water. [CA] All plumbing and plumbing fixtures shall be installed in compliance with applicable local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair.*

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 drink stored uncovered next to food in upright fridge in kitchen area. [CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.*

Performance-Based Inspection Questions

Needs Improvement - Demonstration of knowledge; food manager certification.

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Measured Observations

Item	Location	Measurement	Comments
breadsticks with pate	cold-insert	51.00 Fahrenheit	diligent prep
whole milk	2-door reach-in	41.00 Fahrenheit	near espresso machine
boba	warming unit	89.00 Fahrenheit	Time as a Public Health Control
chlorine	3-comp sink	100.00 PPM	
ambient	2-door reach in	31.00 Fahrenheit	front prep-line
cheeseecake	cake display cooler	31.00 Fahrenheit	
heavy whipping cream	2-door reach in	42.00 Fahrenheit	near espresso machine
ambient	3-door reach in	42.00 Fahrenheit	front prep-lione
flan	prep table	79.00 Fahrenheit	active cooling
raw shelled eggs	2-door reach in	41.00 Fahrenheit	kitchen prep-line
warm water	handwash sink	100.00 Fahrenheit	
hot water	3-comp sink	120.00 Fahrenheit	
cha lua	cold-insert	45.00 Fahrenheit	diligent prep
ambient	2-door reach-in	38.00 Fahrenheit	kitchen prep-line
quail eggs	cold-insert	61.00 Fahrenheit	diligent prep

Overall Comments:

Joint inspection and report written by Hayley Mentz

Observed operator in the process of making yogurt as experiment, not selling to public, per operator. Operator confirmed knowledge of needing to obtain a license to make AND sell yogurt.

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 7/31/2025. 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:

[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: An Nguyen
Shift Lead

Signed On: July 17, 2025