

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 FA0214034 - PHO #1	Site Address 568 E EL CAMINO REAL B, SUNNYVALE, CA 94087	Inspection Date 11/25/2025
Program PR0305685 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name NGUYEN, BICH (KAREN)	Inspection Time 11:45 - 13:00
Inspected By SUHKREET KAUR	Inspection Type LIMITED INSPECTION	Consent By NAM

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

K22 - 8 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations: Observed wastewater overflowing from floor sink under food prep sink.

[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.

[COS] Floor sink has been fixed, water is flowing properly and contaminated surfaces are being sanitized.

Minor Violations

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, 114125(b), 114141

Inspector Observations: Accumulation of brown mold like substance on stainless steel panel inside ice machine.

[CA] Clean and sanitize the ice machine.

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: Ambient temperature of walk in cooler and walk in freezer is measuring above 41F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Repair the units prior to starting operations.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: Lack of thermometer in walk in cooler.

[CA] A thermometer +/- 2°F shall be provided and correctly located in each hot and cold holding unit containing potentially hazardous foods.

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: Observed waste pipe extending into the floor sink under food prep sink.

[CA] All equipment that discharges liquid waste shall be drained by means of indirect waste pipes, and all wastes drained by them shall discharge through an airgap into a floor sink or other approved type of receptor.

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: Back screen door has gaps in multiple locations.

[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

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Inspector Observations: Observed missing coving near walk in freezer, chipped coving under hand wash sink near warewash area, lack of coving on wall near front prep area.

[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.

Observed missing ceiling panels in kitchen area.

[CA] Install ceiling panels. Ceilings of all rooms where nonprepackaged food is handled shall be smooth, of durable construction, and of nonabsorbent material that is easily cleanable. Ceiling vents shall be kept clean and in good repair.

Observed a gap under outlet on stainless steel wall under ventilation hood.

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

Accumulation of grease on floors in cookline area.

[CA] Regularly clean under cooking equipment to prevent accumulation of debris and grease.

Observed small gaps on ceiling above dish machine and mop sink area.

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

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
Hot water	Three compartment sink	120.00 Fahrenheit	
Water	Hand wash sinks	100.00 Fahrenheit	
Ambient	Walk in cooler	50.00 Fahrenheit	
Hot water	Mop sink	120.00 Fahrenheit	
Ambient	Prep units	41.00 Fahrenheit	

Overall Comments:

OWNERSHIP CHANGE INFORMATION

NEW FACILITY NAME: PHO LYFE

NEW OWNER: NAM TRAN

The applicant has completed the facility evaluation 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 \$1,580.00 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: 12/01/2025 - 11/30/2026. 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.

An official permit will be mailed to the address on file and shall be posted in public view upon receipt.

*Structural Review inspection conducted on 11/25/2025

*Permit condition: NA

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****Obtain food safety manager certificate within 60 days. All other food employees must have valid food handler cards within 30 days from hire date.***

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 **12/9/2025**. 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: NAM TRAN
OWNER
Signed On: November 25, 2025