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	Site Address	Inspection Date
FA0253984 - PHO DUOI BO	2465 ALVIN AV, SAN JOSE, CA 95121	11/06/2026
Program	**Owner Name**	**Inspection Time**
PR0370081 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	OXTAIL PHO CORP	14:50 - 17:45
Inspected By	**Inspection Type**	**Consent By** / **FSC**
JASMINE LOPEZ	ROUTINE INSPECTION	THINH / Exempt 5/28/2030

Placard Color & Score
YELLOW
63

RISK FACTORS AND INTERVENTIONS		IN	OUT Major	OUT Minor	COS/SA	N/O	N/A	PBI
K01	Demonstration of knowledge; food safety certification	X						
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		X			
K06	Adequate handwash facilities supplied, accessible			X				
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records					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		X			
K23	No rodents, insects, birds, or animals			X				

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties	X	
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		
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		
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		
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: Observed employee touch cell phone, leave cook line and returned back to handling food with the same gloves and used a soiled paper towel to clean gloves.
[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 told by EHS to remove gloves and wash hands.

Follow-up By 11/13/2026

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Measured 3 tubs of beef broth in under reach refrigerator from 74F-80F. Per PIC, broth was prepared last night and place in refrigerator to cool down. Measured two containers of chicken broth in upright freezer at 98F. Per PIC, broth was prepared 2 hours ago.

[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.
[COS] 3 container of beef broth were VC&D by owner. Chicken broth was reheated and served immediately.

Follow-up By 11/13/2026

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

Inspector Observations: Observed liquid flowing out of the grease trap under the 3 compartment sink.
[CA]Ensure grease trap is not discharging any liquid.
[COS]3 compartment sink was proper draining and grease trap was no longer discharging liquid.

Follow-up By 11/13/2026

Minor Violations

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

Inspector Observations: Observed boxes in front of the handwashing sink in the kitchen area.
[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

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: Measured chlorine concentration at 10ppm in the 3 compartment sink during active warewashing

[CA] Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.
[COS]Dishwasher adjusted chlorine concentration to 100ppm and re-washed and sanitized dishes.

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

Inspector Observations: Observed fruit flies throughout the facility.
[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

Inspector Observations: No PIC was available on site.
[CA] A "person in charge" who is responsible for operation of facility shall be present at the food facility during all hours of operation.

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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: Observed boxes of frozen meat stored on the floor. Per PIC, they were delivered an hour ago.

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

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
Liver	Hot holding unit	135.00 Fahrenheit	
Chlorine	Dishwasher	50.00 PPM	
Beef broth	Hot holding unit	138.00 Fahrenheit	
Beef broth	Stove stop	160.00 Fahrenheit	
Beef ribs	Counter top	135.00 Fahrenheit	
Shredded pork	under reach refrigerator	41.00 Fahrenheit	
Warm water	Handwashing sink	100.00 Fahrenheit	
Raw brisket	Prep refrigerator	29.00 Fahrenheit	
Raw beef	under reach refrigerator	39.00 Fahrenheit	
Beef and bone	Under reach refrigerator	40.00 Fahrenheit	
Bean sprouts	In ice bath	41.00 Fahrenheit	
Chicken broth	upright freezer	98.00 Fahrenheit	reheated and served immediately
Beef	Prep refrigerator	41.00 Fahrenheit	
Hot water	3 compartment sink, mop sink, prep sink	120.00 Fahrenheit	
Beef broth	Under reach refrigerator	74.00 Fahrenheit	VC&D (74F-80F)

Overall Comments:

A follow-up inspection will be conducted within 3-5 business days to ensure proper compliance of major violations. Subsequent follow-ups due to non-compliance will be charged at the current hourly rate approved by the Santa Clara County Board of Supervisors.
Continued non-compliance may result in further enforcement actions including but not limited to, charged re-inspections.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

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 **11/20/2026**.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: Don
Manager

Signed On: November 06, 2026