

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 FA0209287 - PHO TICK TOCK		Site Address 399 N CAPITOL AV, SAN JOSE, CA 95133		Inspection Date 01/08/2020	
Program PR0302814 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO TICK TOCK CORP		Inspection Time 11:40 - 13:20
Inspected By HELEN DINH	Inspection Type ROUTINE INSPECTION		Consent By LAN, DAO	FSC Please check FSC format. Please check FSC format.	

Placard Color & Score
GREEN
82

RISK FACTORS AND INTERVENTIO	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						
K06 Adequate handwash facilities supplied, accessible		X		X			N
K07 Proper hot and cold holding temperatures	X						S
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						
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 PRACTICE	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		
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		X
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		X
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored		
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		
K45 Floor, walls, ceilings: built, maintained, clean		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		
K48 Plan review		
K49 Permits available		
K58 Placard properly displayed/posted		

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Comments and Observations

Major Violations

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Lacking soap at the ONLY hand wash sink in the front service area. [CA] Provide handwashing cleanser in dispenser at handwash stations at all times. [COS] Operator restocked.

Minor Violations

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: 1. Found raw shell eggs stored above pre-cooked noodles in the 2 door reach in. 2. Found raw pork stored above shell eggs in the walk-in-cooler. [CA] Food shall be stored where food is prevented from contamination.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: Found the fan guard and the coolant heavily accumulated with dust and debris in the walk-in-cooler. [CA] Routinely clean.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Found the faucet at the 3 compartment sink in the front service area dislodged and in disrepair. [CA] Repair faucet to be in good repair.

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

Inspector Observations: 1. Found the filters heavily accumulated with green and charcoal like substance. Filters are seemingly black in color. [CA] Routinely clean. 2. Found a gap in the filters at the mechanical exhaust hood. [CA] Filters shall be fitted in the mechanical exhaust ventilation over cooking equipment, provide spacer or correct sized filters.

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: 1. Found the mop sink in the back area clogged. Observed no active sewage overflow. [CA] Ensure mop sink is de-clogged and in good repair. [SA] Facility shall use the toilet in the restroom to discard of all grey water until mop sink is free flowing. **Facility is hereby given 1 week to unclog mop sink in the back prep area.**

Follow-up By
01/15/2020

2. Found the valve on the faucet of the mop sink leaking when water was turned on. [CA] Secure leak.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
shell eggs	2 door reach in	40.00 Fahrenheit	infared
pork	stove top	122.00 Fahrenheit	process of cooking
milk	walk-in	38.00 Fahrenheit	
meats	walk-in	40.00 Fahrenheit	
meats	3 door upright freezer	4.10 Fahrenheit	
soup	walk-in	41.00 Fahrenheit	
beef	2 door cold top	39.00 Fahrenheit	
bean sprouts	2 door cold top (left)	41.00 Fahrenheit	
soup	stove top	139.00 Fahrenheit	process of reheating
che	2 door reach in (front)	39.00 Fahrenheit	
shell eggs	walk-in	40.00 Fahrenheit	infared
warm water	handsink (prep, front & RR)	100.00 Fahrenheit	
raw beef	2 door cold top	36.00 Fahrenheit	
hot water	warewash	140.00 Fahrenheit	
bo vien	2 door cold top	40.00 Fahrenheit	
chlorine	dish machine	50.00 PPM	
noodles	stove	144.00 Fahrenheit	process of cooking

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Overall Comments:

A follow up inspection shall be conducted.

*****Subsequent follow up inspection after first follow up shall be billed \$219/hr during business hours and \$493/hrs (minimum of 2 hours) during nonbusiness hours upon availability.*****

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 **1/22/2020**. 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: Dao Tran
Cook
Signed On: January 08, 2020