

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 FA0254377 - PHO GA AN NAM		Site Address 740 STORY RD 8, SAN JOSE, CA 95122		Inspection Date 05/14/2025		Placard Color & Score YELLOW 69		
Program PR0370995 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name 3T INC		Inspection Time 15:05 - 16:30			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By JASON				FSC Tracy Nguyen 5/16/2029

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification			X				S
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						S
K04	Proper eating, tasting, drinking, tobacco use			X				N
K05	Hands clean, properly washed; gloves used properly	X						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures		X		X			N
K08	Time as a public health control; procedures & records		X		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	X	
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		X
K45	Floor, walls, ceilings: built, maintained, clean		X
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: *Observed two cases of raw beef bones and two cases of raw duck maintained out in ambient temperature measuring between 50F to 54F. Employee stated that items were removed from the refrigerator approximately 3 hours prior and that items will be cooked within the next hour.*

Follow-up By
05/20/2025

Observed bags of cooked chicken hearts maintained above the load limited of the preparation refrigerator measuring at 60F. Chicken hearts at the bottom of the preparation container measured at 48F.

Pot of porridge maintained on the cook line measured at 151F at the bottom and 117F at the top.

[CA] *PHFs shall be held at 41°F or below or at 135°F or above. Use only small portions of food during preparation so that it does not exceed the maximum amount of time allowed for diligent prep.*

[COS] *Beef bones were immediate used for food preparation. Cases of ducks were relocated into the three-door upright refrigerator to immediately cool. Cooked chicken hearts were placed on time as a public health control (TPHC).*

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

Inspector Observations: *At time of inspection, observed food still being served past the maximum four hour allowance. At the same time, observed employees replacing time labels on numerous items on the cook line.*

Follow-up By
05/20/2025

- Container of cooked beef shank in soup.
- Cooked chicken.
- Various tubs of vermicelli and rice noodles.
- Bean sprouts

Employee stated that items were just prepare and that they had not have the chance to change the labels.

[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] *New time labels were provided.*

Minor Violations

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

Inspector Observations: *Only three employee food handler cards were available for review.*

[CA] *Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.*

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: *Employee's opened beverage observed stored above opened food in the food preparation area.*

[CA] *No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages, separated and protected from*

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

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Inspector Observations: Cooked beef shank cooling inside the food preparation refrigerator kept covered. PHF item measured at 60F. Employee stated that beef was prepared approximately 4 hours prior.

Numerous large pots and plastic buckets of soup and sauces cooling in ambient temperature. PHF items measured varying between 90F to 126F. Employee stated that all items were cooked and is cooling for less than 2 hours.

Plastic container of cooked beef cooling on the storage rack kept tightly covered. Beef measured at 158F and had has not yet reached cooling temperatures.

[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] Instructed employees to separate PHF items into separate portions to immediately cool or utilize ice baths to expedite the cooling process.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: To-go containers used as scoops for bulk ingredients. Observed scoops with handles in direct contact with ingredient itself.

[CA] Use approved utensils such as scoops or spoons with handles to ensure hands do not come in direct contact with food. Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.

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: Large 2-3 inch gap observed below the metal screen door in the back of the kitchen.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

Observed employees' personal belongings stored in areas of food preparation and food storage.

[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: Heavy build up of grime observed on walls and floor around the water heater.

[CA] Walls and/or floors in food preparation area shall be kept clean.

Performance-Based Inspection Questions

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Needs Improvement - Proper hot and cold holding temperatures.

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Measured Observations

Item	Location	Measurement	Comments
Hot water	Three-compartment sink	122.00 Fahrenheit	
Raw beef bones	Three-door upright refrigerator	39.00 Fahrenheit	
Cooked pork heart slices	Food preparation refrigerator	41.00 Fahrenheit	
Cooked whole chicken	Food preparation refrigerator	40.00 Fahrenheit	
Quail eggs	Food preparation refrigerator	40.00 Fahrenheit	
Chlorine sanitizer	Undercounter mechanical dish machine	50.00 PPM	
Cooked shrimp	Food preparation refrigerator	41.00 Fahrenheit	
Cooked beef pizzle	Food preparation refrigerator	41.00 Fahrenheit	
Raw fish	Three-door upright refrigerator	39.00 Fahrenheit	
Cooked coagulated pork blood	Crockpot	161.00 Fahrenheit	
Soup	Cook line	171.00 Fahrenheit	
Bean sprouts	Merchandiser refrigerator	41.00 Fahrenheit	
Raw beef	Food preparation refrigerator	36.00 Fahrenheit	
Fried tofu	Food preparation refrigerator	39.00 Fahrenheit	
Cooked chicken wings	Food preparation refrigerator	41.00 Fahrenheit	
Chicken rice	Rice warmer	158.00 Fahrenheit	
Red rice	Rice warmer	164.00 Fahrenheit	
Raw chicken	Three-door upright refrigerator	40.00 Fahrenheit	

Overall Comments:

- *Two or more major violations were observed during the routine inspection.*
- *A follow-up inspection will be conducted to verify compliance of all major violations.*
- *Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.*
- *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 5/28/2025. 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: Jason
Manager
Signed On: May 14, 2025