

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 10/29/2024		Placard Color & Score GREEN 68		
Program PR0305685 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NGUYEN, BICH (KAREN)		Inspection Time 14:25 - 16:55			
Inspected By SUHKREET KAUR		Inspection Type ROUTINE INSPECTION		Consent By DUNG				FSC Not Available

RISK FACTORS AND INTERVENTIONS		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						
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						
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods			X				N
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						S
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	X	
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	X	
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	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	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: *Measured bean sprouts in water at 64F on prep table. Per PIC, they usually keep the bean sprouts in ice water and throw away the leftover bean sprouts after lunch service.*

Measured sliced tomatoes at 48F in top insert of prep unit. Tomatoes are stored above the insert line where it is not being cooled at 41F or below.

[CA] *PHFs shall be held at 41°F or below or at 135°F or above.*

[COS] *PIC voluntarily discarded the bean sprouts in trash and properly stored tomatoes in the insert .*

Minor Violations

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

Inspector Observations: *Lack food handler card for an employee.*

[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.*

Food safety certificate for manager has expired.

[CA] *Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.*

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

Inspector Observations: *Measured chicken at 88F cooling in under counter refrigerator with plastic wrap.*

[CA] *When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.*

Observed soup cooling in deep plastic buckets.

[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.*

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

Inspector Observations: *Lack of hot water at hand wash sink near warewash sink.*

[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: *Observed flies near warewash and janitorial sink area.*

[CA] *Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.*

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

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Inspector Observations: *Observed meat thawing in buckets on floors.*

[CA] *Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.*

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

Inspector Observations: *Accumulation of dust and debris on walk in cooler fan guards.*

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

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: *Observed single use buckets being used to cool and store soup.*

[CA] *Single use food container (e.g. soy sauce container, milk carton, apple juice container, can food, wine bottle) shall not be reused to store food.*

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: *Hand wash sink near warewash sink is leaking water from the wastewater line.*

[CA] *Repair plumbing fixture and maintain in clean and 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: *Observed unused equipment stored next walk in freezer.*

[CA] *The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.*

Observed a large gap in the screen door at the back entrance.

[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

Inspector Observations: *Observed accumulation of food debris, dust and dirt under cooking equipment and storage areas.*

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

Observed grey/black dust and dirt on and around ceiling vents.

[CA] *Ceiling vents shall be kept clean and in good repair.*

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

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Measured Observations

Item	Location	Measurement	Comments
Chlorine	Dish machine	50.00 PPM	
Hot water	Three compartment sink	120.00 Fahrenheit	
Rice	Hot holding	150.00 Fahrenheit	
Egg rolls	On counter	80.00 Fahrenheit	cooling
Shrimp	Prep unit #2	41.00 Fahrenheit	
Chicken	Under counter refrigerator	88.00 Fahrenheit	Cooling with covered top
Bean sprouts	On prep table	64.00 Fahrenheit	VC&D
Milk	Prep unit in front	41.00 Fahrenheit	
Tofu	Under counter refrigerator	41.00 Fahrenheit	
Cooked meat (beef)	Walk in cooler	41.00 Fahrenheit	
Sliced tomatoes	Prep unit	48.00 Fahrenheit	
Soup	Walk in cooler	41.00 Fahrenheit	
Eggs	Hot holding	152.00 Fahrenheit	
Soup	Walk in freezer	30.00 Fahrenheit	

Overall Comments:

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 **11/12/2024**. 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: DUNG LE
PIC
Signed On: October 29, 2024