

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 FA0213801 - PHO LOVERS	Site Address 253 E MAUDE AV, SUNNYVALE, CA 94085	Inspection Date 09/22/2026
Program PR0302360 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name NGO, SIMON	Inspection Time 12:00 - 12:30
Inspected By HAYLEY MENTZ	Inspection Type LIMITED INSPECTION	Consent By SIMON

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Cooked chicken measured at 90F. Per PIC, chicken was cooked 1 hour prior to inspection.

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

[COS] Chicken was reheated to 165F and placed in a warmer.

Minor Violations

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

Inspector Observations: Cooling broth in deep vats. PIC instructed to transfer to shallow container.

[CA] Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids.

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

Inspector Observations: Thawing beef in a tub on a shelf.

[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.

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: Noodles in colander sitting on drainboard of 3-comp sink.

[CA] Do not use the warewash sink for any other purpose other than washing and sanitizing equipment.

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

Inspector Observations: No probe thermometer was available at time of inspection.

[CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
hot water	3-comp sink	120.00 Fahrenheit	
cooked chicken	cookline	165.00 Fahrenheit	
raw chicken	2-door upright	40.00 Fahrenheit	
warm water	handwash sink	100.00 Fahrenheit	
chlorine	dishwasher	50.00 PPM	

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Overall Comments:

Inspection conducted in conjunction with CO0160896

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 **10/6/2026**. 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: Louise
PIC
Signed On: September 22, 2026