

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 FA0206659 - PHO DAO		Site Address 1631 N CAPITOL AV, SAN JOSE, CA 95132		Inspection Date 12/11/2025		Placard Color & Score YELLOW 74		
Program PR0302454 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name TRAN, QUANG		Inspection Time 11:45 - 12:45			
Inspected By MAMAYE KEBEDE		Inspection Type ROUTINE INSPECTION		Consent By QUANG TRAN				FSC Quang Tran 1/20/2030

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						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		X			
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures		X		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		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		
K27	Food separated and protected		
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified	X	
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	X	
K36	Equipment, utensils, linens: Proper storage and use	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		X
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: Servers working in the front area were observed collecting soiled dishes and cleaning tables and serving open food for customers without washing hands.

[CA] Employee must be trained to wash hand in between touching unclean surface and ready to eat food products, after cleaning or handling chemicals, after picking up something off of the floor, after handling the register/money, after handling garbage, after touching face, hair or body, after eating, drinking, smoking, and chewing gum, after using the bathroom, and after sneezing, coughing, or using a tissue. The employee was told to wash his hands and change his gloves (COS).

Follow-up By
12/11/2025

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

Inspector Observations: Meatballs stored near the preparation table back in the kitchen were measured at 55 oF. The manager said the sliced avocados were taken from the fridge an hour ago.

[CA] All potentially hazardous foods like meat, seafood, poultry, dairy products, cooked vegetables, cooked cereals, greens, and diced avocados shall always be held at 41°F or below or at 135°F or above unless the food products are stored outside this temperature with time as a public health control method. The manager is told to either code the food products to be used within the next three hours or rapid chill the product inside the walk-in freezer. He stored the meatballs inside the fridge (SA).

Follow-up By
12/11/2025

Minor Violations

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Many food products on boxes were stored directly on the floor or on milk crate inside the walk-in freezer and back in the storage area.

[CA] To prevent insect hiding and breeding and for easy cleaning of the floor area, please store all food products at least six inches off the floor on an approved shelf or dunnage rack.

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

Inspector Observations: Re-used cardboard (from shipping boxes) used to line shelves and the floor of the cookline.

[CA] Do not use cardboard to line shelves or cover the floor area.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations: The large white freezer stored back in the kitchen and the upright single door fridge used to store the fresh noodle are not NSF/ANSI approved or ETL/UL Sanitation listed one.

[CA] All equipment used in the facility must be NSF/ANSI approved or ETL/UL Sanitation listed one.

Gaskets of the upright double door fridge and the household fridge are falling off.

[CA] Replace the damaged gaskets immediately.

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: The ice scoop for the ice machine was stored on an unclean surface.

[CA] All reusable utensils including the ice scoop must be stored on clean surface/container in between use.

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

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Inspector Observations: *There was not a functional prob thermometer to measure the internal temperature of the cold and hot food products.*

[CA] *Provide an approved prob type thermometer and use it with regular calibration and sanitization.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
Meatball	Preparation fridge	35.00 Fahrenheit	
Hot water	Three compartment sink	125.00 Fahrenheit	
Beef	Final cook	164.00 Fahrenheit	
Broth	Stove	198.00 Fahrenheit	
Meatball	Preparation table	50.00 Fahrenheit	
Rice	Rice steamer	155.00 Fahrenheit	
Noodle	Preparation fridge	39.00 Fahrenheit	

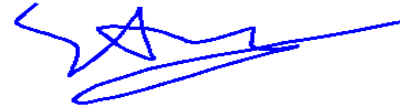
Overall Comments:

Note: Food safety manager certificate. Quang Tran - 1/20/2030

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 **12/25/2025**. 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: Quang Tran
Manager
Signed On: December 11, 2025