

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 FA0250920 - PHO HOA & JAZEN TEA | | Site Address 3147 MISSION COLLEGE BL, SANTA CLARA, CA 95 | | Inspection Date 03/24/2026 | |
| Program PR0364165 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14 | | | Owner Name SILICON VALLEY RESTAURA | | Inspection Time 12:45 - 15:15 |
| Inspected By THAO HA | Inspection Type ROUTINE INSPECTION | Consent By TOMMY LE | FSC | | |

| |
|-----------------------|
| Placard Color & Score |
| GREEN |
| 80 |

| 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 | 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 | | | | | | |
| 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 | 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 | | |
| 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 | | |
| 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 | | |
| 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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| Program PR0364165 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14 | Owner Name SILICON VALLEY RESTAURANT GROUP | Inspection Time 12:45 - 15:15 |
| 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: MAJOR:

- 1) Sandwich prep cooler at side of cookline observed to have PHFs stored above the fill line. PHFs measured to be:
 - Bean sprouts at 50F
 - Cubed tofu at 54F
 - Cut tomatoes at 53F

[CA] Keep PHFs at 41F and below for cold holding. Keep PHFs below fill line of prep cooler insert portion.

- 2) Pho cookline prep cooler inserts measured to be:

- Chicken at 51F
- Fried tofu at 67F (per employee tofu was made about 2 hours prior)

Other PHFs in cold holding insert on the left side measured to be below 41F. Only PHFs on right side measured to be out of temperature.

[CA] Keep PHFs at 41F and below for cold holding.

- 3) Boba measured to be 68F. No label observed.

[CA] Keep PHFs at 41F and below for cold holding.

MINOR:

- 4) Eggs and bean sprouts observed to be on shelf by walk in cooler. Per employee, PHFs were just delivered in the last 20 minutes. No employee observed to be working on moving PHFs into walk in cooler. Bean sprouts measured to be 47F and eggs measured to be 46F.

[CA] PHF received may be received at =45°F if cooled to =41°F within 4 hours. Move PHFs into coolers to immediately to cool foods.

[COS]

- 1) Excess PHFs from sandwich prep cooler were moved into cooler reach in. Whole avocados and were removed from prep cooler insert and replaced with PHFs.

- 2) PHFs in pho cookline cold holding had ice added to them.

- 3) Boba will be kept on TPHC (time as public health control). Train in employees at boba bar with TPHC SOPs. TPHC allows PHFs to be stored out of temperature control for immediate service use for up to 4 hours and must be discarded if not consumed. PHFs under TPHC will have time tracked. Boba had time label retroactively added for 10:20-14:20

Minor Violations

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

Inspector Observations: 2 food handler card observed to be expired.

[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.

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Paper towels at handwash sink by entry way to kitchen by rice cookers observed to be missing paper towels. [CA] Handwash sinks shall be fully stocked at all times. [COS] Operator restocked handwash sink with paper towels.

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)

Follow-up By
03/30/2026

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Inspector Observations: Cooked shrimp in sealed plastic bag observed to be stored inside same container as raw salmon in prep cooler. [CA] Store ready to eat foods and produce above and separated from raw meat to prevent cross contamination. [COS] Bag was cleaned and removed from raw salmon container

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: Walk in freezer observed to have ice around seal and gasket of door [CA] Maintain freezer door in good repair.

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

Inspector Observations: Wall finish observed to be bubbling and gapping at corner behind cookline. [CA] Repair wall finish and maintain in good repair.

Performance-Based Inspection Questions

N/A

Measured Observations

| Item | Location | Measurement | Comments |
|-----------------|------------------------------------|-------------------|--|
| Raw salmon | Sandwich prep cookler | 39.00 Fahrenheit | |
| White tofu | Sandwich prep cookler | 40.00 Fahrenheit | |
| White rice | Rice cooker | 149.00 Fahrenheit | |
| Bean sprouts | Sandwich prep cookler | 50.00 Fahrenheit | |
| Hot water | 3-comp sink | 120.00 Fahrenheit | |
| Grilled chicken | Walk in cooler | 41.00 Fahrenheit | |
| Sliced chicken | Pho cookline cold holding reach in | 41.00 Fahrenheit | |
| Grilled pork | Off of grill | 161.00 Fahrenheit | |
| Cut tomatoes | Sandwich prep cookler | 41.00 Fahrenheit | |
| Fried tofu | In tray by cart | 73.00 Fahrenheit | Per employee cooked in the last hour |
| White tofu | Sandwich prep cookler | 53.00 Fahrenheit | |
| Raw beef | Pho cookline cold holding insert | 39.00 Fahrenheit | |
| Grilled pork | Walk in cooler | 42.00 Fahrenheit | |
| Bean sprouts | Ice bath | 36.00 Fahrenheit | |
| Warm water | handwash sink | 100.00 Fahrenheit | |
| Quat ammonia | Sanitizer bucket boba bar | 200.00 Fahrenheit | |
| Rinse cycle | Upright dishwasher | 160.00 Fahrenheit | |
| Fried tofu | Pho cookline cold holding insert | 64.00 Fahrenheit | |
| Tripe | Pho cookline cold holding insert | 39.00 Fahrenheit | |
| Sliced chicken | Pho cookline cold holding insert | 53.00 Fahrenheit | |
| Fried chicken | Walk in cooler | 37.00 Fahrenheit | Per employee cooked today and placed inside freezer and then moved to reach in cooler. |
| Raw shrimp | Pho cookline cold holding reach in | 40.00 Fahrenheit | |
| Quat ammonia | 3-comp sink | 200.00 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 **4/7/2026**. 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.

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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: Tommy Le
Owner

Signed On: March 24, 2026