

**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**

<b>Facility</b> FA0201657 - PHO BANH MI / GREEN BAKERY CAFE		<b>Site Address</b> 692 FREMONT AV, LOS ALTOS, CA 94024	<b>Inspection Date</b> 08/22/2025
<b>Program</b> PR0441479 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		<b>Owner Name</b> DMNLUONG INVESTMENT, L	<b>Inspection Time</b> 12:15 - 13:15
<b>Inspected By</b> ALEXANDER ALFARO	<b>Inspection Type</b> FOLLOW-UP INSPECTION	<b>Consent By</b> SON	

<b>Placard Color &amp; Score</b>  <b>RED</b> <b>N/A</b>
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**Comments and Observations**

**Major Violations**

Cited On: 08/22/2025

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

**Inspector Observations:**

- 1. Observed Vermin: Documented in the following areas: Numerous live cockroaches of all life stages were observed in the kitchen area, near the dishwasher, mop sink, prep cooler across the three compartment sink, conduit near the row of freezers, and on the floor near the trash can storage in the kitchen. Numerous dead cockroach bodies were observed throughout the facility.**
- 2. Photographs: Taken for documentation purposes.**
- 3. Supervisor Notified: Yes**
- 4. Notification: The person in charge during inspection, Son & Jade, have been informed that the facility must close immediately.**

**[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.**

**Requirements Before Reopening:**

- 1. Email the signed and completed Reopening Checklist to the assigned inspector.**
- 2. Submit a copy of the pest control report from a licensed provider.**

**Minor Violations**

Cited On: 08/22/2025

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

**Inspector Observations:**

**Facility has two mini deep fryers and an oven outside of the exhaust hood.**

**[CA] Canopy-type hoods shall extend 6" beyond all cooking equipment. All cooking equipment shall be under an approved mechanical exhaust hood system.**

Cited On: 08/22/2025

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

**Inspector Observations: There are still several holes that need to be sealed. Near the mop sink, the ceiling tile above the conduit, and several other areas. The flooring in the kitchen area is in disrepair. The floor under the range has an accumulation of food debris.**

**[CA] Ensure to maintain the floors, walls, and ceilings of the facility clean and in good repair.**

Cited On: 08/22/2025

K58 - 2 Points - Placard not properly displayed/posted

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## Inspector Observations:

*When inspector arrived onsite the red placard was obstructed by a fake plant.*

*[CA] The placard shall be posted so as to be clearly visible to the general public and to patrons entering the food facility. The placard shall not be defaced, marred, camouflaged, hidden obstructed in any way, removed, or placed at a height or location that the Environmental Health Specialist determines contradicts the intent of this section. Per County Ordinance a penalty fee will be applied for obstructing.*

## Measured Observations

N/A

## Overall Comments:

*The is the first follow up inspection after the routine inspection where the facility was closed for an active cockroach infestation. A signed checklist and pest control report stating no activity was present was provided prior to this inspection.*

### Observations:

*K23: Numerous live cockroaches of all life stages were observed in the kitchen area, near the dishwasher, mop sink, prep cooler across the three compartment sink, conduit near the row of freezers, and on the floor near the trash can storage in the kitchen. Numerous dead cockroach bodies were observed throughout the facility.*

*K38: Facility has two mini deep fryers and an oven outside of the exhaust hood.*

*K45: There are still several holes that need to be sealed. Near the mop sink, the ceiling tile above the conduit, and several other areas. The flooring in the kitchen area is in disrepair. The floor under the range has an accumulation of food debris.*

*K58: When inspector arrived onsite the red placard was obstructed by a fake plant. Per County Ordinance a penalty fee will be applied for obstructing.*

*Facility shall remain closed.*

*Please contact district specialist the district specialist or the DEH main line at (408)918-3400 to schedule a follow up inspection. The first follow up inspection is free of charge. Any and all subsequent follow up inspections shall be charged at the approved hourly rate of \$298.00/hr, minimum of one hour, during normal business hours: Monday through Friday 7:30am to 4:30pm or \$645/hour minimum two hour during non business hours, and upon inspector availability.*

## CLOSURE / PERMIT SUSPENSION NOTICE

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 **9/5/2025**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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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



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**Received By:** Jade  
Owner

**Signed On:** August 22, 2025