

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 FA0211543 - PHO VAN RESTAURANT		Site Address 1555 LAURELWOOD RD 1, SANTA CLARA, CA 9505		Inspection Date 03/03/2025	
Program PR0302543 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NGUYEN, TIEN TAN		Inspection Time 12:20 - 14:40
Inspected By FRANK LEONG	Inspection Type ROUTINE INSPECTION		Consent By ANNETTE NUGYEN	FSC TIEN TAN NGUYEN 03/16/2025	

Placard Color & Score
GREEN
75

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				S
K06 Adequate handwash facilities supplied, accessible	X						S
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		
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		
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		
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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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: *In the kitchen area, at the prep sink, measured a container of raw shrimp at 62F. Per operator, raw shrimp has been stored at the prep sink area for 30 minutes. On the counter-top, measured spring rolls at 60F. Per operator, spring rolls was prepared 30 minutes prior. [CA] Ensure potentially hazardous foods are held cold at 41F or below to prevent bacterial growth. [SA] Operator moved container of raw shrimp and spring rolls to refrigeration to facilitate proper holding temperatures.*

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Directed operator to wash hands multiple times after handling dirty equipment/conducting tasks that contaminate hands. Observed operator improperly washing hands at handwash station using a wiping cloth to dry hands. [CA] When switching tasks where hands may become contaminated, wash hands at the handwash station using warm water, hand soap, and paper towels.*

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations: *At the warewash machine, measured chlorine sanitizer between 10 PPM and 25 PPM. [CA] Ensure chlorine sanitizer provided at the warewash machine is maintained at 50 PPM to allow for adequate cleaning and sanitizing of utensils and equipment. [COS] Warewash machine was primed and remeasured chlorine sanitizer at 50 PPM.*

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *Observed accumulation of cockroach droppings and dead cockroaches in the following areas:*

1. Kitchen area, to the left of the cookline, around shelving
2. Kitchen area, by the walk-in refrigerator door, around shelving
3. Warewash area, underneath the phone/ethernet cables
4. Warewash area, around storage shelving
5. Dry storage room, around storage shelving

Ensure facility is kept free of cockroach activity. Clean and sanitize all areas with activity. Seal all cracks and crevices to prevent possible harborage of vermin. Contact pest control to provide service as necessary.

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

Inspector Observations: *In the dry storage room, observed open bags of flour and salt stored. [CA] Ensure all open bags of dry food are placed in containers or transferred to food grade containers and covered with a fitted lid.*

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: *In the kitchen and dry storage room, observed unapproved wooden shelving and particle board benches/storage benches. At the front counter, observed unapproved particle board tables and wooden tables/shelving installed in the area. [CA] Ensure only approved materials and equipment are used within the facility. Use only approved materials such as stainless steel that is smooth, durable, and easily cleanable.*

At the front counter, observed non-commercial refrigeration installed. [CA] Ensure only approved commercial equipment is used in the facility.

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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: *In the mop sink room, observed unused cooking equipment stored including pans and strainer baskets. [CA] Ensure all equipment and utensils used for food are stored away from areas that may cause contamination. Stored equipment in designated clean utensil and equipment storage areas.*

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

Inspector Observations: *In the kitchen area, on the wall to the left of the cookline, observed accumulation of grease and debris. In the dry storage rooms, around shelving, observed cracks and crevices present. At the front counter, observed wooden wall covers installed in the area. [CA] Ensure facility is frequently cleaned and maintained. Seal all cracks and crevices to prevent possible harborage of vermin.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
chicken broth	walk-in refrigerator	41.00 Fahrenheit	
beef broth	walk-in refrigerator	41.00 Fahrenheit	
beef broth	stovetop	188.00 Fahrenheit	
chicken broth	stovetop	180.00 Fahrenheit	
spring rolls	counter-top	60.00 Fahrenheit	
hot water	3 compartment sink	120.00 Fahrenheit	
cut tomato	undercounter refrigerator	41.00 Fahrenheit	
cooked rice	rice cooker	158.00 Fahrenheit	
marinated beef	walk-in refrigerator	41.00 Fahrenheit	
hot water	handwash sink	100.00 Fahrenheit	
raw shrimp	counter-top	62.00 Fahrenheit	
chlorine sanitizer	sanitizer bucket	100.00 PPM	
cooked shrimp	undercounter refrigerator	41.00 Fahrenheit	
chlorine sanitizer	warewash machine	10.00 PPM	Measured between 10 PPM and 25 PPM.
raw duck leg/thighs	walk-in refrigerator	35.00 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 **3/17/2025**. 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: ANNETTE NUGYEN
OWNER

Signed On: March 03, 2025