

# 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> FA0207201 - HOUSE OF PHO		<b>Site Address</b> 1852 CAMDEN AV, SAN JOSE, CA 95124		<b>Inspection Date</b> 07/17/2025		<b>Placard Color &amp; Score</b> <div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b>  <b>65</b> </div>			
<b>Program</b> PR0300212 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			<b>Owner Name</b> HOUSE OF PHO, LLC		<b>Inspection Time</b> 14:45 - 16:00				
<b>Inspected By</b> HELEN DINH		<b>Inspection Type</b> ROUTINE INSPECTION		<b>Consent By</b> THU				<b>FSC</b> Thu Ussey 6/10/27	

  

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						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures		X		X			N
K08	Time as a public health control; procedures & records		X		X			N
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	X	
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	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	X	
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

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

#### Inspector Observations: Major:

1. Measured bag of orange rice holding at 52F in 3 door cold top at cooks line.
2. Measured container of raw beef holding at 57F in 3 door reach in at cooks line.
3. Measured fried tofu holding at 112F at fryer station.
4. Measured a bowl of boba holding at 72F at front service line.

Per operator, PHFs placed there for less than 4 hours. [CA] Maintain all cold PHFs held at or below 41F or hot held at or above 135F. [COS] Operator directed to relocate PHFs to refrigeration unit.

Minor: Measured the following PHFs holding between 46F - 49F in walk-in-cooler for less than 4 hours: egg rolls and raw beef. [CA] Maintain all cold PHFs held at or below 41F.

Follow-up By  
07/22/2025

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: Observed the following PHFs under time as a public health control (TPHC) without time marks: noodles, spring rolls and shell eggs.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review. [COS] Operator directed to time mark PHFs.

Follow-up By  
07/22/2025

### Minor Violations

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

Inspector Observations: Found container of beef broth cooling in walk-in-cooler. Observed beef broth container cooling below other PHFs. [CA] Ensure cooling of PHFs shall be conducted in a way to ensure proper cooling. Relocate PHFs below container of soup.

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, 114125(b), 114141

Inspector Observations: Found brown/orange like substance on white interior panel of ice machine located at front service line. [CA] Routinely clean.

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

Inspector Observations: Found flies throughout food facility. [CA] Each food facility shall be free of pest such as flies. Provide approved pest control services.

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

Inspector Observations: Found containers of meat thawing near back storage area. [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.

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)

Inspector Observations: 1. Found several bulk bins without lids in back prep area and service line. [CA] Provide lids for bulk bins.  
2. Found several container of food items stored on floor in back prep area and walk-in-cooler. [CA] Food shall be stored a minimum of 6 inches off floor.

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K35 - 2 Points - Equipment, utensils - Unapproved, unclear, 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: Measured ambient air temperature of walk-in-cooler at 48F. [CA] Repair refrigeration unit to maintain all cold PHFs held at or below 41F.**

**Follow-up By  
07/22/2025**

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: 1. Found plastic bowls used to dispense bulk goods in back storage area. [CA] Provide scoops with handle.  
2. Found single use container being reused to store other food items near service line. [CA] Single use food container (e.g. soy sauce container, milk carton, apple juice container, can food, wine bottle) shall not be reused to store food.**

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

**Inspector Observations: 1. Found a fly zapper installed near walk-wall from kitchen to dining area. [CA] Relocate fly zapper and/or provide a fly zapper that can retain body parts of pest/vermin.  
2. Found several hats and other clothing stored around/on food related items on racks. [CA] Employee's personal effects (hats, car keys, and jackets) shall be stored in employee lockers or other designated areas for employee storage.  
3. Found accumulated food debris under cooking equipment and shelvings. [CA] Routinely clean.**

## Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.  
Needs Improvement - Time as a public health control; procedures & records.

## Measured Observations

Item	Location	Measurement	Comments
noodles	counter	72.00 Fahrenheit	under TPHC, no time mark observed.
bean sprouts	counter (under ice)	41.00 Fahrenheit	
spring rolls	rack	82.00 Fahrenheit	under TPHC, no time mark observed.
half & half	2 door upright	40.00 Fahrenheit	
raw beef	2 door cold top	45.00 Fahrenheit	
ambient	walk-in-cooler	48.00 Fahrenheit	
hot water	warewash/1-comp	120.00 Fahrenheit	
chlorine	dish machine	50.00 PPM	
raw beef	walk-in	47.00 Fahrenheit	between 47F - 49F
che	1 door reach in freezer	17.60 Fahrenheit	
white rice	rice cooker	174.00 Fahrenheit	
raw beef	3 door reach in	57.00 Fahrenheit	for less than 4 hours. COS-relocate
brisket	2 door cold top	41.00 Fahrenheit	
tofu	fryer	112.00 Fahrenheit	for less than 4 hours. COS-relocate
bean sprouts	2 door cold top	45.00 Fahrenheit	diligent prep
beanssprout	walk-in	41.00 Fahrenheit	
soup	stove top	176.00 Fahrenheit	
orange rice	3 door cold top	52.00 Fahrenheit	for less than 4 hours. COS-relocate
ambient	walk-in-freezer	27.00 Fahrenheit	
boba	counter (service line)	72.00 Fahrenheit	for less than 4 hours. [SA] Placed under TPHC, discarded after 4 hours.
shell eggs	counter	52.00 Fahrenheit	under time as a public health control (TPHC), no time mark observed.
warm water	handsink (front, prep & RR)	100.00 Fahrenheit	
egg rolls	walk-in	46.00 Fahrenheit	
raw chicken	walk-in	30.00 Fahrenheit	
wonton	2 door reach in	41.00 Fahrenheit	

## Overall Comments:

**Inspection conducted in conjunction to CO0157235.**

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***A follow up inspection shall be conducted.***

***\*\*\*Subsequent follow up inspection after first follow up shall be billed \$298/hr during business hours and \$645/hrs (minimum of 2 hours) during nonbusiness hours upon availability.\*\*\****

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 7/31/2025. 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:** Thu Ussery  
Manager  
**Signed On:** July 17, 2025