

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 FA0212366 - PHO HOA		Site Address 3484 EL CAMINO REAL, SANTA CLARA, CA 95051		Inspection Date 10/20/2025		Placard Color & Score YELLOW 66		
Program PR0305560 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name AUREFLAM CORP		Inspection Time 10:15 - 12:30			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By THIEN				FSC Trinh Tran 04/19/2025

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		X			N
K06	Adequate handwash facilities supplied, accessible			X				N
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	X	
K34	Warewash facilities: installed/maintained; test strips	X	
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	X	
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: *Observed employee handling raw shrimp and handling ready-to-eat produce without changing gloves or washing hands. [CA] Employees are required to wash their hands: 1) before beginning work, 2) before handling food or clean equipment, 3) as often as necessary during food preparation to remove soil and contamination, 4) when switching from raw to ready to eat foods, 5) after touching body parts, 6) after coughing, sneezing, eating, or drinking, 7) after using the restroom, and 8) any time when contamination may occur. Gloves shall be changed and used as required. [COS] Specialist instructed employee to wash hands prior to handling ready-to-eat produce.*

Follow-up By 10/23/2025

NOTE: *Employees use hands for multiple foods including raw and cooked beef, beansprouts, and basil. Recommend to use serving utensils for foods to prevent direct hand contact.*

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

Inspector Observations: ***MAJOR** 1) On the preparation counter, measured beansprouts stored in water measuring 68F. Per employees, beansprouts were moved from the walk-in cooler to the counter 1 hour prior to temperature measurement. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [COS] More ice was added to the container of beansprouts. The beansprouts remeasured at 41F.*

Follow-up By 10/23/2025

****MINOR** 2) In the back 1-door upright cooler, measured cooked and raw beef at 45-48F. Per employees, beef was moved to the cooler 3 hours prior to temperature measurement. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [COS] Cooked and raw beef was relocated to the walk-in cooler to facilitate rapid cooling.**

Minor Violations

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

Inspector Observations: *Actively working employees lack food handler cards. [CA] All food handlers shall maintain a valid food handler card for the duration of their employment. Food handler cards shall be available for review.*

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

Inspector Observations: *Observed raw shrimp stored inside the only handwash sink in the kitchen. [CA] Handwash station shall be fully accessible and unobstructed at all times. [COS] Employees relocated raw shrimp to the preparation sink. Ensure all food preparation takes place in designated sink.*

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) Observed working container of chicken stored on top of the trash can. [CA] Food shall be separated and protected from contamination.*

2) Observed multiple foods stored directly on the floor in the walk-in cooler. [CA] Food shall be stored at least six inches above the floor to prevent contamination.

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

Inspector Observations: *Observed heavy accumulation of dust in the vents above food preparation areas. Observed accumulation of grease and grime nearby the cookline. [CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

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Inspector Observations: Facility lacks testing materials for sanitizer (chlorine and quaternary ammonia). [CA]
Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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: 1) Observed the active use of ventless AutoFry without a ventilation hood. [CA]
Discontinue the use of unapproved equipment. Provide approved exhausted hood ventilation over all cooking equipment as required to effectively remove cooking odors, smoke, steam, grease, heat, and vapors. Facility to submit plans or apply for hood exemption to Plan Check Department.

2) Measured the ambient temperature of the 1-door upright cooler at 49F. [CA] Refrigeration units shall maintain foods at 41F or below. Discontinue storage of Potentially Hazardous Foods until unit has been repaired.

3) Observed the gaskets for the walk-in freezer are in disrepair, and door is difficult to close. [CA] Repair gaskets. Refrigeration units shall be maintained in good repair.

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) Observed bowls without handles used as scoops for bulk ingredients. [CA] Provide approved utensils for use in bulk bins such as scoops with handles to prevent direct hand contact with food.

2) Observed the storage of yellow cloths in direct contact with food. [CA] Discontinue use of unapproved materials for food storage. Use only approved, food grade cloth or fabric implement for food storage.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: Observed hose connected to the faucet at the warewashing sink without an approved backflow prevention device. Hose does not appear to be approved for use by plumbing ordinances. [CA]
Discontinue the use of hose. Plumbing fixtures shall be installed in compliance with local plumbing ordinances.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.
 Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
cut tomato	2-door preparation cooler	41.00 Fahrenheit	
raw beef	2-door preparation cooler	41.00 Fahrenheit	
pho broth	stovetop	198.00 Fahrenheit	
beansprouts	preparation counter	68.00 Fahrenheit	
water	3-compartment sink	120.00 Fahrenheit	
raw beef	1-door upright cooler	45.00 Fahrenheit	
cooked beef	1-door upright cooler	48.00 Fahrenheit	
cooked beef	2-door preparation cooler	41.00 Fahrenheit	
cooked chicken	3-door under counter cooler	41.00 Fahrenheit	
sanitizer (chlorine)	mechanical dishwasher	50.00 PPM	
water	preparation sink	120.00 Fahrenheit	
milk	walk-in cooler	41.00 Fahrenheit	
milk	1-door preparation cooler	41.00 Fahrenheit	
beef	walk-in freezer	5.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	

Overall Comments:

A follow-up inspection to verify compliance of major violations will be conducted within three business days. The first follow-up inspection is free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour (one hour minimum) during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 (minimum of two hours) during non-business hours, and upon inspector availability.

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*** Facility to submit plans for use of AutoFry. For general inquiries or to schedule a consultation, site assessment, or plan check inspection, please contact Plan Check at dehplancheck@deh.sccgov.org or call at 408-918-3400 (Monday through Friday, 7:30AM-4:30PM). More information can be found on DEH website: ehinfo.org.**

*** Facility uses TPHC for boba and spring rolls.**

NOTE: Discussed use of wiping cloths with employee. Wiping cloths shall not be used to wipe gloves or hands. If used to wipe counters and clear food debris, wiping cloths shall be stored in approved sanitizing concentration when not in use, or continually replaced every time it is used.

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 **11/3/2025**. 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: Thien Nguyen
PIC
Signed On: October 20, 2025