

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 FA0202350 - PHO HA NOI		Site Address 1228 S ABEL ST, MILPITAS, CA 95035		Inspection Date 11/25/2024		Placard Color & Score <div style="background-color: green; color: black; padding: 10px; text-align: center;"> GREEN 82 </div>		
Program PR0305402 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO INC		Inspection Time 11:40 - 13:00			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By TRANG				FSC Michael Edward Moreno 05/09/2028

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						S
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				
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records			X				S
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		
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		
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		X
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Kitchen employee observed putting away personal belongings (jackets, backpack, shoes) upon this Division's arrival. Employee removed first layer of gloves and began donning on another pair of gloves and then attempting to continue onto food preparation.

When instructed to wash hands before donning on gloves, employee observed drying hands on their shirt and back of their pants.

[CA] Ensure employees are properly washing hands as required. Employees shall wash their hands in all of the following instances:

- (1) Immediately before engaging in food preparation, including working with non-prepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.
- (3) Immediately after using the toilet room and again when returning into the kitchen.
- (4) After caring for or handling any animal allowed in a food facility in pursuant to this part.
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- (6) After handling soiled equipment or utensils.
- (7) During food preparation as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.
- (8) When switching between working with raw food and working with ready-to-eat foods.
- (9) Before initially donning gloves for working with food.
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.
- (11) After engaging in other activities that contaminate the hands.

Properly wash hands with soap, warm water and dry using single use paper towels as required. Single-use gloves shall be removed prior to washing hands.

[COS] Instructed employee to properly wash hands with hand soap, warm water, and dry with paper towels before donning on gloves.

Minor Violations

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

Inspector Observations: Paper towels at the dispenser next to the food preparation sink and inside the restroom were available, however, was difficult to dispense.

[CA] Handwashing facilities shall be equipped with handwashing cleanser and single-use sanitary towels in dispensers that are easily accessible and readily available at all times.

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: Two or three items subjected to time as a public health control (TPHC) were not labeled with a color coded sticker. Employees all stated that the entire food service line with the exception of soups is subjected to TPHC.

[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.

TPHC written procedures were unavailable for review.

[CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).

- * Written procedures were provided to manager to complete.
- Complete form and return to district inspector.

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K42 - 2 Points - Garbage and refuse improperly disposed; 114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8

Inspector Observations: Observed cardboard boxes and bags of garbage thrown outside on the side of the facility.
[CA] Outside refuse enclosure shall be kept clean and free of debris.

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: Employees' personal belongings observed stored in dry storage area.
[CA] Employee's personal effects (cell phone, car keys, and jackets) shall be stored in employee lockers or other designated areas for employee storage.

Observed mops stored inside mop buckets, which were stored outside on the side of the facility.
[CA] After use, mops shall be placed in a position that allows them to air-dry without soiling walls, equipment, or supplies.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

Item	Location	Measurement	Comments
Beef broth	Cook line	210.00 Fahrenheit	
Chlorine sanitizer	Mechanical dish machine	50.00 PPM	
Half-n-half	Two-door upright refrigerator	38.00 Fahrenheit	
Chlorine sanitizer	Undercounter dish machine - bar	50.00 PPM	
Hot water	Three-compartment sink	123.00 Fahrenheit	
Cooked beef tendon	Walk-in refrigerator	41.00 Fahrenheit	
Cooked rice	Rice warmer	173.00 Fahrenheit	
Hot water	Three-compartment sink - bar	127.00 Fahrenheit	
Sliced beef brisket	Food preparation refrigerator	41.00 Fahrenheit	
Cooked beef steak	One-door food preparation refrigerator	67.00 Fahrenheit	Cooling, par-cooked in the morning, less than 2 hours prior
Raw beef	Walk-in refrigerator	40.00 Fahrenheit	
Sliced pork belly	Food preparation refrigerator	34.00 Fahrenheit	Subjected to TPHC
Cooked beef rib	Walk-in refrigerator	56.00 Fahrenheit	Cooling, cooked in the morning approximately 3 hours prior
Raw beef	Food preparation refrigerator	38.00 Fahrenheit	
Cooked sliced shrimp	Food preparation refrigerator	38.00 Fahrenheit	Subjected to TPHC
Half-n-half	Beverage reach-in refrigerator	36.00 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 **12/9/2024**. 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: Trang N.
Manager

Signed On: November 25, 2024