

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 FA0207161 - NHA TRANG RESTAURANT		Site Address 1820 TULLY RD, SAN JOSE, CA 95122		Inspection Date 07/22/2025	
Program PR0303357 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name PHU, HOANG		Inspection Time 12:50 - 15:40
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION		Consent By MINH N.	FSC Minh Nguyen 01/11/2027	

Placard Color & Score
YELLOW
45

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				N
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		X			N
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		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		
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	X	
K34 Warewash facilities: installed/maintained; test strips		
K35 Equipment, utensils: Approved, in good repair, adequate capacity		
K36 Equipment, utensils, linens: Proper storage and use	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
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		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: Observed numerous PHF items maintained out in ambient temperature:

Follow-up By
07/24/2025

- Aluminum tray of baked comminuted meat measuring at 54F. Employee stated that the item was taken out of the refrigerator and has been kept out for approximately 2 hours.

- Pot of braised pork belly maintained on the side of the grill away from the flame measuring at 98F. Manager stated that the pork was reheated in the morning at 10:00 AM and is maintained here. Item is then reheated upon orders. Employee stated that item has been here for approximately 2 hours.

- Numerous smaller pots of soup maintained at the cook line measuring between 100F to 120F. Employee stated that pots of soup were left overs from previous orders.

Observed mussels maintained above the load limit of the food preparation refrigerator. Mussels measured at 53F at the top and 40F at the bottom.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] All items were immediately relocated into refrigeration units to cool. Instructed employee to split the top portion of the mussels to immediately cool.

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

Inspector Observations: PHF items subjected to time as a public health control (TPHC) were not documented.

Follow-up By
07/24/2025

Formatting of the TPHC records are based on multiple stations. At time of inspection, employees were unsure which food items are subjected to TPHC and belonged to which station. When inquiring about time logs, employee began filing out times for food items.

[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.

**** Note: If repeat violation is observed and/or employees fail to provide adequate knowledge of TPHC requirements, usage of TPHC shall be revoked; all food items will be subjected to temperature control only.**

[COS] TPHC log was completed.

**** Discussed with owner and manager to provide more specific TPHC logs. New TPHC procedure form was provided to operator.**

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Large pot of cooked catfish in soup maintained at the cook line measuring at 107F. Pot was maintained on the cook line over the cook line pilot light and around other large pots of soup that were actively cooking.

Follow-up By
07/24/2025

Employee stated that the soup was prepared an hour prior and is cooling.

[CA] Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids. Properly store cooling foods in such a way to allow proper air flow.

[COS] Instructed employee to immediate separate into smaller portions to expedite cooling process.

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*** Note: Two-three to-go containers of bittermelon soup maintained inside the merchandiser refrigerator measured at 93F. Employee stated that the soup was prepared less than two hours prior and that it is maintained for a customer to pick-up later while they shopped around the plaza. Ensure time and temperature requirements for cooling are still applied.**

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

Inspector Observations: Observed two dead mouse on sticky trap placed on the second to bottom shelf at the corner of the walk-in refrigerator. Observed another clear monitoring trap placed on the second to top shelf on the opposite corner of the walk-in refrigerator.

Follow-up By
07/24/2025

Owner stated that the facility was previously being serviced weekly, however, recently had switched to a bi-weekly schedule since no activity has been observed.

Last serviced was conducted on 7/19/2025. Pest control report was provided, however only stated that the facility was serviced for cockroaches.

No other activity was observed throughout the facility. No contamination of food or food contact surfaces was observed.

[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.

[COS] Trap with dead mice was discarded.

Observed heavy presence of live flies and fruit flies throughout the kitchen.

[CA] Use any and all approved methods to abate live flies. Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

Minor Violations

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

Inspector Observations: All employees' three-year food handler cards expired in January of 2025.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: Employees' personal food items maintained in areas of opened food, food preparation, and food storage.

[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area.

K16 - 3 Points - Not in compliance with shell stock tags, condition; 114039-114039.5

Inspector Observations: Shellstock tags maintained in bundle hanging on the top shelf of the food preparation refrigerator commingled with other shellstock tags.

[CA] The identity of the source of shellstock that are sold or served shall be maintained for 90 calendar days from the dates of harvest by using an approved recordkeeping system that keeps the tags or labels in chronological order correlated to the date or dates the shellstock are sold or served.

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

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Inspector Observations: *Pot of raw chicken in water measured at 93F. Employee stated that the chicken was being defrosted in hot water prior to being cooked.*

[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.*

[COS] *Chicken was brought to the cook line to be immediately cooked.*

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

Inspector Observations: *Observed numerous equipment maintained outside in the back hallway of the plaza in unsanitary condition. Food was also observed in their shipping containers maintained outside directly on the floor.*

[CA] *Food or food related equipment shall be stored in an approved fully enclosed food facility. Food shall be stored at least 6 inches above the floor to prevent contamination.*

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

Inspector Observations: *Observed heavy accumulation of grime built up on refrigerator door handles throughout the kitchen and small storage/food prep room next to the cashier station.*

Observed heavy accumulation of grime built up on the outside of food storage containers throughout the facility.

- **Black tote with yellow lid storing fried onions/shallots.**
- **Black tote with yellow lid storing pickled vegetables.**

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

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: *Observed numerous knives and cleavers stored in unsanitary manner:*

- **Between the preparation table and refrigerator refrigerator at the cook line.**
- **Wedged in-between the wooden backing behind the two-compartment food preparation refrigerator outside of the walk-in freezer.**

[CA] *Properly store utensils and equipment in a clean and sanitary manner. Multi-use utensils will be stored in a way that the working part of the utensil may not become contaminated.*

Observed bowls used as scoops.

[CA] *Use approved utensils such as scoops or spoons with handles to ensure hands do not come in direct contact with food.*

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

Inspector Observations: *Gas powered rice cookers are maintained outside of the ventilation hood at the cook line.*

[CA] *There shall be a minimum of 6 inches overhang of ventilation hood over cooking equipment.*

Observed heavy build up of grease and soot on ventilation hood and hood filters above the grill.

[CA] *Clean mechanical exhaust hood and/or filters of grease accumulation.*

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 areas of food preparation and/or food storage.*

[CA] *No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces. Employee's personal effects (cell phone, car keys, and jackets) shall be stored in employee lockers or other designated areas for employee storage.*

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

Inspector Observations: Heavy accumulation of food debris and standing observed on floors throughout the kitchen, especially underneath equipment.

[CA] Walls and/or floors in food preparation area shall be kept clean. Regularly clean under cooking equipment to prevent accumulation of debris.

Observed walls throughout the kitchen heavily deteriorated with numerous gaps and holes.

Observed stainless steel panel holding the hand soap and paper towel dispenser above the hand sink detached from the wall.

[CA] Repair the wall with a durable, smooth, nonabsorbent, and easily cleanable surface. Repair holes in structure and maintain in good repair to prevent pest harborage.

Numerous broken floor and coved base tiles was observed throughout the kitchen.

[CA] Replace broken floor tiles with a smooth and of durable construction and nonabsorbent material that is easily cleanable. The juncture of the floor and wall shall be covered with a 3/8-inch minimum radius coving and shall extend up the wall at least 4 inches.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Needs Improvement - Time as a public health control; procedures & records.

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Measured Observations

Item	Location	Measurement	Comments
Raw shelled eggs	Food preparaiton refrigerator	42.00 Fahrenheit	Top insert
Diced BBQ pork	Food preparation refrigerator	41.00 Fahrenheit	Top insert
Diced BBQ pork	Food preparation refrigerator	40.00 Fahrenheit	
Cooked diced chicken	Food preparation refrigerator	41.00 Fahrenheit	Top insert
Cooked shrimp	One-compartment food preparation refrigerator	40.00 Fahrenheit	
Cooked rice	Rice warmer	149.00 Fahrenheit	
Warm water	Hand wash sink	105.00 Fahrenheit	
Raw pork slices	Walk-in refrigerator	34.00 Fahrenheit	
Raw clams	Food preparation refrigerator	38.00 Fahrenheit	
Raw cut catfish	Walk-in refrigerator	40.00 Fahrenheit	
Steamed egg cake	Walk-in refrigerator	41.00 Fahrenheit	
Raw calamari	Food preparation refrigerator	41.00 Fahrenheit	
Cooked chicken wings	Walk-in refrigerator	40.00 Fahrenheit	
Raw beef	Food preparation refrigerator	40.00 Fahrenheit	
Hot water	Spray compartment before dish washer	120.00 Fahrenheit	
Tomato based soup	Cook line	187.00 Fahrenheit	
Hot water	Two-compartment food preparation sink	124.00 Fahrenheit	
Chlorine sanitizer	Mechanical dish machine	50.00 PPM	
Fish in claypot	Grill	171.00 Fahrenheit	
Cooked red rice	Rice warmer	139.00 Fahrenheit	Sales floor
Cooked chicken rice	Rice warmer	152.00 Fahrenheit	

Overall Comments:

- Two or more major violations were observed during the routine inspection.

- A follow-up inspection will be conducted to verify compliance of all major violations.

- Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.

- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed,

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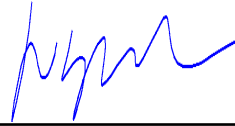
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covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

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 **8/5/2025**. 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.

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: Tom
Manager
Signed On: July 22, 2025