

**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 FA0204790 - PHO BANH MI		Site Address 405 UNIVERSITY AV, PALO ALTO, CA 94301	Inspection Date 05/17/2024
Program PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14		Owner Name LUONG, MY	Inspection Time 11:30 - 13:10
Inspected By ALELI CRUTCHFIELD	Inspection Type FOLLOW-UP INSPECTION	Consent By SON	

Placard Color & Score <b>RED</b> <b>N/A</b>
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**Comments and Observations**

**Major Violations**

Cited On: 05/16/2024

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

**Compliance of this violation has been verified on: 05/17/2024**

Cited On: 05/16/2024

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

**Compliance of this violation has been verified on: 05/17/2024**

Cited On: 05/16/2024

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

**Compliance of this violation has been verified on: 05/17/2024**

Cited On: 05/16/2024

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

**This violation found not in compliance on 05/17/2024. See details below.**

**Minor Violations**

N/A

**Measured Observations**

N/A

**Overall Comments:**

**FACILITY TO REMAIN CLOSED. A follow up inspection is scheduled for 5/18/24. An after hour re-inspection fee will be invoiced \$629.00 (2 hr minimum).**

**The RED CLOSURE PLACARD shall not be defaced, married, camouflaged, hidden, or obstructed in any way. Placard removal, marring, or relocating by the operator may result in compliance conference.**

**Observed 5 rodent droppings in the back kitchen in the corner along the wall where the food warmer and wire shelving is located. Observed 3 rodent droppings between wooden shelf and wall above prep table where onions/ginger is stored (near the 2 door upright unit).**

**[CA] Remove evidence of rodent droppings and monitor glue traps.**

**[COS] Employee removed droppings and cleaned and sanitized the affected areas.**

**Observed all of the openings/holes/gaps were sealed except for:**

**Front counter/bar area:**

- opening on bottom of interior green cabinet next to the ice machine
- opening on bottom of interior green cabinet next to the 2 door unit (right side)

**Seal the openings/hole/gaps completely. Set up glue traps in the cabinets and throughout the kitchen.**

**Pest control service arrived on 5/16, per service report, 12 glue traps were set up inside the facility. I was unable to located these glue traps. Per operator one of the employees did not know what the glue trap was and discarded all of them in the trash. The**

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**trash has been taken out and is no longer on site. Pest control service is scheduled for a follow up on Monday. Per operator, they will purchase glue traps today. Set up glue traps in the cabinets and throughout the kitchen.**

**Further follow up inspections (+ re- inspection fee) will be scheduled to ensure compliance.**

**Next follow up inspection scheduled for 5/18/24 and 6/3/24.**

## CLOSURE / PERMIT SUSPENSION NOTICE

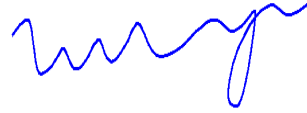
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **5/31/2024**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

### 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: Son Vo

Signed On: May 17, 2024