

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 FA0213801 - PHO LOVERS		Site Address 253 E MAUDE AV, SUNNYVALE, CA 94085		Inspection Date 10/27/2025		Placard Color & Score GREEN 88		
Program PR0302360 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NGO, SIMON		Inspection Time 10:35 - 12:05			
Inspected By HAYLEY MENTZ		Inspection Type ROUTINE INSPECTION		Consent By VICKI				FSC Quyen Nguyen 01/03/2027

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						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						S
K06	Adequate handwash facilities supplied, accessible			X				
K07	Proper hot and cold holding temperatures	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						S
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	X	
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	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

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations: Dirty equipment placed into handwash sink.

[CA] A handwashing facility shall not be used for purposes other than handwashing.

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

Inspector Observations: No written procedures were available for inspector to review at time of inspection but items were time marked and discarded after 4 hours.

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

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

Inspector Observations: Several bulk spice containers had no labels and were not easily identifiable.

[CA] Working containers holding food or food ingredients that are removed from their original packages shall be identified with the common name of the food if not easily recognizable.

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: Ice scoop is stored next to the handwash sink in the front reception area.

[CA] Store scoop away from sink to prevent cross-contamination.

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: Back screen door has gaps all around larger than 1/4 inches.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
shrimp cake	2 door upright cooler	33.00 Fahrenheit	
hot water	3-comp sink	120.00 Fahrenheit	
crab meat	prep unit	41.00 Fahrenheit	near stove
bean sprouts	prep insert	41.00 Fahrenheit	
mayo	walk-in	41.00 Fahrenheit	
broth	walk-in	41.00 Fahrenheit	
raw meat	walk-in	35.00 Fahrenheit	
rice	rice cooker	160.00 Fahrenheit	
broth	cookline	200.00 Fahrenheit	
chlorine	dishwasher	50.00 PPM	
cooked beef	prep unit	41.00 Fahrenheit	near stove
hot water	2-comp prep sink	120.00 Fahrenheit	
cut tomato	prep insert	41.00 Fahrenheit	
ambient	2-door under counter	41.00 Fahrenheit	
ambient	grab-n-go cooler	39.00 Fahrenheit	
egg rolls	cookline	160.00 Fahrenheit	
raw beef	3-door under counter	38.00 Fahrenheit	
cooked noodles	3-door under counter	38.00 Fahrenheit	
tofu	walk-in	41.00 Fahrenheit	
warm water	handwash sinks	100.00 Fahrenheit	

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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 **11/10/2025**. 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: Simon Ngo
owner

Signed On: October 27, 2025