

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 FA0258617 - PHO JOHN		Site Address 960 STORY RD, SAN JOSE, CA 95122	Inspection Date 04/08/2026
Program PR0378776 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		Owner Name THINH PHUC NGUYEN & HIE	Inspection Time 14:00 - 15:10
Inspected By HENRY LUU	Inspection Type FOLLOW-UP INSPECTION	Consent By HIEP P.	

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

Cited On: 03/31/2026

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

This violation found not in compliance on 04/08/2026. See details below.

Cited On: 04/08/2026

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

Inspector Observations: Colander of rice noodles and vermicelli noodles maintained out in ambient temperature measuring between 70F to 80F. Owner stated that noodles were prepared in the morning and is kept out during the lunch rush before being returned to the refrigerator.

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

[COS] Items were placed inside refrigerator to immediately cool.

Cited On: 03/31/2026

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

Compliance of this violation has been verified on: 04/08/2026

Cited On: 03/31/2026

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

Compliance of this violation has been verified on: 04/08/2026

Minor Violations

Cited On: 04/08/2026

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

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Inspector Observations: Observed employee with single use gloves on, don on dish washing gloves to look for noodle packaging inside trash bin. When finished, employee doff on dish washing gloves and then continued onto other task.

This Division intervened and instructed employee to remove gloves to wash hands.

[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.

Cited On: 04/08/2026

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

Inspector Observations: Observed beverage preparation equipment and cups maintained and/or being washed inside the hand wash station in the front service area.

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

Cited On: 04/08/2026

K22 - 3 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations: Minor leak observed below the waste drain pipe below the center compartment of the three-compartment sink. Waste water is being collected with a bus tub.

[CA] Liquid waste shall be disposed of through the approved plumbing system and shall discharge into the public sewerage or into an approved private sewage disposal system.

Cited On: 04/08/2026

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

Inspector Observations: Pot of meat thawing in standing water by the hand wash sink in back of the kitchen.

[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.

Cited On: 04/08/2026

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)

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Inspector Observations: Raw meat maintained above ready-to-eat food items and sauces inside the walk-in refrigerator.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

Cases of produce, onions, lemon grass, and cabbage, maintained outside in the backyard area.

[CA] Food or food related equipment shall be stored in an approved fully enclosed food facility.

Container of consumable ice maintained below the paper towel dispenser at the hand wash station at the front service area.

[CA] All food shall be separated and protected from possible contamination. Relocate container of ice to prevent contamination during hand washing.

Cited On: 04/08/2026

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: Ambient temperature of the food preparation refrigerator across from the cook line measured at 84F via IR. Refrigerator did not contain any PHF items.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below.

Measured Observations

Item	Location	Measurement	Comments
Hot water	Three-compartment sink	126.00 Fahrenheit	
Bean sprouts	Food preparation refrigerator	41.00 Fahrenheit	
Cooked macaroni noodles	Walk-in refrigerator	41.00 Fahrenheit	
Cooked beef tendon	Walk-in refrigerator	40.00 Fahrenheit	
Cooked tomato rice	Walk-in refrigerator	39.00 Fahrenheit	
Quaternary ammonia	Three-compartment sink	200.00 PPM	
Warm water	Hand wash sink	100.00 Fahrenheit	
Pho soup	Cook line	168.00 Fahrenheit	
Chlorine sanitizer	Mechanical dish machine	100.00 PPM	
Cooked beef rib	Food preparation refrigerator	46.00 Fahrenheit	Prepared today
Chicken soup	Walk-in refrigerator	40.00 Fahrenheit	
Beef soup	Walk-in refrigerator	48.00 Fahrenheit	Owner stated that item was prepared in the morning
Spicy beef soup	Cook line	159.00 Fahrenheit	

Overall Comments:

- On-site for follow-up inspection after facility earned a conditional pass during a routine inspection for a facility evaluation request.

- Continue to address violations noted on inspection reports.

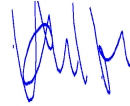
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **4/22/2026**. 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: Hiep P.
Owner

Signed On: April 08, 2026