

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 FA0254377 - PHO GA AN NAM		Site Address 740 STORY RD 8, SAN JOSE, CA 95122		Inspection Date 01/16/2024	
Program PR0370995 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name 3T INC		Inspection Time 13:25 - 15:20
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION		Consent By JASON	FSC Trina Le 05/04/2024	

Placard Color & Score

YELLOW

71

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		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	
K09 Proper cooling methods			X	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		
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

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

Inspector Observations: Cook line employee observed picking up trash can to scrap off food debris and juices from cutting board. Employee then washed hands with gloves still donned on at the one-compartment food preparation sink.

Follow-up By
01/19/2024

[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 remove gloves and to properly wash hands at the hand wash sink.

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

Inspector Observations: Observed numerous PHF maintained out in ambient temperature and/or placed on inadequate ice baths.

Follow-up By
01/19/2024

- On ice baths:

- Cooked chicken - 65F.
- Fancy pork - 54F.
- Cooked shrimp - 49F - for hu tieu
- Cooked quail eggs - 50F - for hu tieu
- Cooked sliced pork and pork offals - 56F - for hu tieu

- In ambient temperature:

- Case of raw shelled eggs maintained at the entrance of the storage room - 65F.
- Bag of cooked chicken gizzards maintained next to ice bath for cooked chicken - 70F.
- Numerous cases of noodles and vermicelli - 60F.
- Plastic container of tapioca dumplings (banh bot loc) - 65F.
- Pot of chicken porridge - 110F.
- Container of bean sprouts at the cook line - 53F.
- Container of bean sprouts at the waiter staging area - 47F.
- Bowl of sliced tomatoes - 67F.
- Cooked grilled pork patties - 72F.

Manager stated that all items were prepared less than 2 hours prior and after the lunch rush, items are either discarded or immediately refrigerated.

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

This Division recommends utilizing time as a public health control (TPHC). Written procedures were reviewed and provided to manager.

[COS] All cold PHF were either relocated into refrigeration units or additional ice was added to immediately cool foods. Pot of porridge was reheated on the stove to hot hold.

Minor Violations

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

Inspector Observations: Employees' opened beverages and food stored in areas of food preparation or food storage.

[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employee's to store personal food and beverages. Utilize cups with lids and straws.

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Large plastic tub of cooked chicken rice and medium sized hotel pan of cooked chicken gizzards maintained below the storage rack kept covered measured at 117F and 99F respectively. Manager stated that items were prepared about an hour prior and is cooling in front of fans.

[CA] Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F or below within 2 hours and from 70°F to 41°F or below within an additional 4 hours.

- Cool foods using approved containers which facilitate heat transfer, such as metal.***
- Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 4 inches for liquids.***
- When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.***

[COS] Plastic covers were removed and/or partially opened to expedite the cooling process.

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

Inspector Observations: Minor leaking observed at the waste drain pipes below the three-compartment ware wash sink.

[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. Investigate cause and repair in an approved manner.

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: Rear door maintained partially opened at time of inspection. Rear door also observed with sweep and/or cover partially detached with large gap below.

[CA] Keep back door closed at all times to prevent the entrance and harborage of vermin. Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

Employees' personal belongings, cellphones, keys, backpacks, maintained in areas of food preparation and/or food storage.

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

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

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Inspector Observations: Heavy build up of debris observed on floor below floor stand of water heater.

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

Missing coved base tiles observed on the wall between the two three-compartment sinks.

[CA] 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 hot and cold holding temperatures.

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

Measured Observations

Item	Location	Measurement	Comments
Cooked pork offals	Food preparation refrigerator	39.00 Fahrenheit	
Hot water	Three-compartment ware wash sink	130.00 Fahrenheit	
Cooked sliced pork	Food preparation refrigerator	41.00 Fahrenheit	
Tofu	Food preparation refrigerator	39.00 Fahrenheit	
Cooked chicken gizzards	Three-door upright refrigerator	40.00 Fahrenheit	
Raw chicken	Three-door upright refrigerator	41.00 Fahrenheit	
Cooked coagulated pork blood	Crockpot	191.00 Fahrenheit	
Sticky rice	Rice warmer	157.00 Fahrenheit	
Chicken rice	Rice warmer	160.00 Fahrenheit	
Fancy pork	Reach-in merchandiser	41.00 Fahrenheit	Front counter
Chicken soup	Cook line	202.00 Fahrenheit	
Hot water	Three-compartment food preparation sink	124.00 Fahrenheit	
Bean sprouts	Two-door merchandiser	41.00 Fahrenheit	
Warm water	Hand wash sink	110.00 Fahrenheit	Restroom
Cooked chicken	Three-door upright refrigerator	41.00 Fahrenheit	
Cooked shrimp	Food preparation refrigerator	40.00 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 \$290/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$629/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, 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 **1/30/2024**. 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: Tuong N.
Employee

Signed On: January 16, 2024