

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 FA0306643 - PHO HA NOI STORAGE		Site Address 969 STORY RD 6030, SAN JOSE, CA 95122		Inspection Date 06/04/2025	
Program PR0450003 - LIMITED FOOD SERVICE CAT 2 - FP76			Owner Name HANOI BISTRO INC		Inspection Time 13:15 - 14:15
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By MAI/ANNIE	FSC Harrison Nguyen 02/25/2027		

Placard Color & Score

YELLOW
70

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						
K04	Proper eating, tasting, drinking, tobacco use									X		
K05	Hands clean, properly washed; gloves used properly									X		
K06	Adequate handwash facilities supplied, accessible						X		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	
K15	Food obtained from approved source						X		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		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									X	
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									X	
K35	Equipment, utensils: Approved, in good repair, adequate capacity									X	
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										
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

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

Inspector Observations: Hand wash station in the warehouse lacked hand soap. Paper towel roll was maintained on top of the dispenser.

Follow-up By 06/09/2025

Hand wash sink in the restroom lacked hand soap and paper towels.

[CA] Handwashing facilities shall be equipped with handwashing cleanser and single-use sanitary towels in dispensers.

[COS] Hand soap and paper towels were provided for all hand wash stations.

K15 - 8 Points - Food not obtained from approved source; 113980, 113982, 114021-114031, 114041

Inspector Observations: Observed facility conducting food preparation without the required equipment and approval from this Division.

Follow-up By 06/09/2025

Facility is currently permitted as "FP76 - commercially prepackaged food facility." At the time of inspection, observed numerous food preparation equipment - meat grinders, and two types of meat slicers.

Additionally, observed numerous containers of opened food maintained inside the walk-in refrigerators.

[CA] Food must be from an approved source or properly documented.

Facility is to immediately cease and desist all food preparation within facility. Facility is to immediately cease and desist maintaining any type of opened food inside facility.

[COS] Instructed PIC to remove all food preparation equipment and relocate any opened food.

K18 - 8 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

Inspector Observations: Observed approximately 5-6 bags of raw marinated beef short rib vacuum packaged and maintained inside the walk-in refrigerator. Item was not labeled with date and time at which item was packaged. Facility does not have an approved Hazard Analysis Critical Control Point Plan (HACCP Plan) for conduct reduced-oxygen packaging.

Follow-up By 06/09/2025

Manager stated that items were prepared and sealed yesterday upon the short ribs being delivered.

[CA] The food facility shall obtain a HACCP plan approval prior to packaging PHFs using a reduced-oxygen packaging method.

[COS] Items were relocated to food preparation facility, FA0281433 - Pho Ha Noi, to be cut opened.

Minor Violations

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)

Inspector Observations: Cases of food maintained directly on the floor inside the walk-in refrigerator.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

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Inspector Observations: Facility lacks three-compartment sink to be able to conduct any type of food preparation.

[CA] All food facilities that prepares food or multiservice utensils and equipment are used shall provide a three-compartment sink with two integral metal drain boards for manually washing, rinsing, and sanitizing equipment and utensils.

Immediately cease and desist all food preparation.

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: Facility lacks food preparation sink to be able to conduct any type of food preparation.

[CA] All permanent food facilities that wash, rinse, soak, thaw, or similarly prepare foods shall be provided with a food preparation sink.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
Pot of raw sliced pork	Walk-in refrigerator	37.00 Fahrenheit	Opened box covered with plastic
Raw marinated beef short rib	Walk-in refrigerator	39.00 Fahrenheit	Hotel pan
Plastic container of sauces	Walk-in freezer	13.00 Fahrenheit	Covered with plastic wrap
Raw prepackaged beef	Walk-in refrigerator	40.00 Fahrenheit	
Hot water	Hand wash sink	120.00 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, 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 **6/18/2025**. 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: Annie H.
HR Manager
Signed On: June 04, 2025