

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 FA0271903 - PHONOMENAL		Site Address 100 ALMADEN AV 178, SAN JOSE, CA 95110		Inspection Date 12/12/2025		Placard Color & Score GREEN 87		
Program PR0411148 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name VO, CYNTHIA		Inspection Time 11:40 - 12:40			
Inspected By HELEN DINH	Inspection Type ROUTINE INSPECTION	Consent By HANH & LISA (M)	FSC Cynthia Vo 9/4/30					

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						
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						
K06	Adequate handwash facilities supplied, accessible	X						N
K07	Proper hot and cold holding temperatures			X	X			S
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						
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	X	
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		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
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	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

No major violations were observed during this inspection.

Minor Violations

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Found hand wash station located at front service line blocked by bowls and containers of food items. Note: Another hand wash station located on other side of wall. [CA] Ensure hand wash station is accessible at all times. [COS] Operator removed bowls and containers.

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations: Measured chlorine concentration greater than 200ppm in sani bucket. [CA] Maintain chlorine concentration at 100ppm.

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

Inspector Observations: Found container of food items stored on floor in prep/cooks area. [CA] Food shall be stored a minimum of 6 inches off floor.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: Found accumulated grease and debris on filters at mechanical exhaust hood. [CA] Routinely clean.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: 1. Found cold water valve off at the hand wash station located in back cooks line. Per operator, water valve was shut off over night due to leakage. Note: Another hand wash station located at front service line. [CA] Ensure cold water valve is turned on every morning when operating. [COS] Operator turned on cold water valve, observed water flowing.
2. Lacking main water knob at warewash sink. [CA] Provide main water knob.

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

Inspector Observations: Found accumulated black like substance on wall in cooks area. [CA] Routinely clean.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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Measured Observations

Item	Location	Measurement	Comments
meat	2 door reach in freezer	2.50 Fahrenheit	
chlorine	sani bucket	200.00 PPM	
chicken breast	1 door reach in	41.00 Fahrenheit	
pho broth	walk-in-cooler (shared)	41.00 Fahrenheit	
cooked shrimp	1 door cold top	41.00 Fahrenheit	
bean sprouts	1 door reach in	41.00 Fahrenheit	
pho broth	stove top	208.00 Fahrenheit	
beverage	2 door sliding	40.00 Fahrenheit	
hot water	warewash/1-comp	120.00 Fahrenheit	
spam	1 door cold top	39.00 Fahrenheit	
rice	rice cooker	139.00 Fahrenheit	
warm water	handsink (front, prep & shared RR)	100.00 Fahrenheit	
egg rolls	1 door upright freezer	15.00 Fahrenheit	
vegetables	1 door reach in	41.00 Fahrenheit	
boba	2 door sliding	70.00 Fahrenheit	process of cooling
beef	walk-in-cooler (shared)	41.00 Fahrenheit	
bun bo hue soup	stove top	151.00 Fahrenheit	

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 **12/26/2025**. 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: Lisa Vo
Manager
Signed On: December 12, 2025