

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 FA0214034 - PHO #1		Site Address 568 E EL CAMINO REAL B, SUNNYVALE, CA 94087		Inspection Date 10/07/2025		Placard Color & Score GREEN 81		
Program PR0305685 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NGUYEN, BICH (KAREN)		Inspection Time 13:30 - 15:55			
Inspected By SUHKREET KAUR		Inspection Type ROUTINE INSPECTION		Consent By BICH NGUYEN				FSC BICH NGUYEN 5/28/2030

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						
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				
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records	X						
K09	Proper cooling methods			X				N
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	X	
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		
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

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: Lack of soap dispensers at both hand wash sinks in the facility. Soap bottles are available.

[CA] Provide soap in dispensers at all times.

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

Inspector Observations: Beef cooked less than 4 hour ago measured at 47-48F in walk in cooler in a plastic wrap.

[CA] When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

[COS] PIC uncovered the meat to allow properly cooling.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: Observed few small flying insects near back door of the facility.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

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

Inspector Observations: Food containers and buckets stored on floor in walk in cooler and back storage area.

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

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: Observed cardboard used as shelf liner throughout the facility.

[CA] Discontinue the use of cardboard boxes to line shelves/flooring, use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent.

Observed single use buckets reused to store other food.

[CA] Food containers intended for single use shall not be reused.

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

Inspector Observations: Accumulation of grease on ventilation hood and stainless steel wall behind cookline.

[CA] Clean mechanical exhaust hood and/or filters of grease accumulation.

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: Observed holes in screen door at the back exit of the facility.

[CA] Eliminate gaps to prevent entry and harborage of vermin.

Observed unused items stored in room with walk in freezer.

[CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.

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

Inspector Observations: Lack of coving in room with walk in freezer.

[CA] The juncture of the floor and wall shall be coved with a 3/8-inch minimum radius coving and shall extend up the wall at least 4 inches.

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Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Measured Observations

Item	Location	Measurement	Comments
Milk	Beverage refrigerator	41.00 Fahrenheit	
Chlorine	Three compartment sink	100.00 PPM	
Beef	Prep unit #2	41.00 Fahrenheit	
Tofu	Under counter of prep unit	41.00 Fahrenheit	
Cooked beef	Walk in cooler	48.00 Fahrenheit	
Sliced tomatoes	Prep unit	40.00 Fahrenheit	
Ambient	Single door freezer	10.00 Fahrenheit	
Ambient	Walk in freezer	30.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Water	Hand wash sink	100.00 Fahrenheit	
Rice	Hot holding	139.00 Fahrenheit	
Chlorine	Dish machine	50.00 PPM	
Bean sprouts	On prep table	67.00 Fahrenheit	On TPHC
Cooked meat	Walk in cooler	41.00 Fahrenheit	
Shrimp	Chest freezer	3.00 Fahrenheit	

Overall Comments:

Email district specialist prior to expiration of health permit to discuss renewal fee/change of ownership as discussed at this inspection.

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 **10/21/2025**. 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: BICH NGUYEN
OWNER
Signed On: October 07, 2025