

# 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

|                                                                                  |  |                                                                    |                                              |                                      |                                         |                                                                                                                                                                |  |                                  |
|----------------------------------------------------------------------------------|--|--------------------------------------------------------------------|----------------------------------------------|--------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------|
| <b>Facility</b><br>FA0250920 - PHO HOA & JAZEN TEA                               |  | <b>Site Address</b><br>3147 MISSION COLLEGE BL, SANTA CLARA, CA 95 |                                              | <b>Inspection Date</b><br>09/14/2026 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: black; color: white; padding: 10px; text-align: center;"> <b>GREEN</b><br/> <b>75</b> </div> |  |                                  |
| <b>Program</b><br>PR0364165 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14 |  |                                                                    | <b>Owner Name</b><br>SILICON VALLEY RESTAURA |                                      | <b>Inspection Time</b><br>13:30 - 16:00 |                                                                                                                                                                |  |                                  |
| <b>Inspected By</b><br>THAO HA                                                   |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                       |                                              | <b>Consent By</b><br>TOMMY LE        |                                         |                                                                                                                                                                |  | <b>FSC</b> Tuan Le<br>01/04/2028 |

  

| 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     | X      |     |     |     |
| K07                            | Proper hot and cold holding temperatures                                    |    |       | X     | X      |     |     |     |
| 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                                                        | 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                                    |     | X   |
| K46                   | No unapproved private home/living/sleeping quarters                                 |     |     |
| K47                   | Signs posted; last inspection report available                                      |     |     |

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|                                                                           |                                                                |                                  |
|---------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------|
| Facility<br>FA0250920 - PHO HOA & JAZEN TEA                               | Site Address<br>3147 MISSION COLLEGE BL, SANTA CLARA, CA 95054 | Inspection Date<br>09/14/2026    |
| Program<br>PR0364165 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14 | Owner Name<br>SILICON VALLEY RESTAURANT GROUP                  | Inspection Time<br>13:30 - 16:00 |
| K48                                                                       | Plan review                                                    |                                  |
| K49                                                                       | Permits available                                              |                                  |
| K58                                                                       | Placard properly displayed/posted                              |                                  |

## Comments and Observations

### Major Violations

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

**Inspector Observations:** 1) Fried chicken on cooling rack measured to be 90F. Per employee chicken was fried around 10:00AM about 4 hours prior.

Fried chicken observed to be in deep baskets.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

**Recommend:** Using sheet pans and spreading out fried chicken into thin layers to quickly cool down chicken.

[COS] Chicken was VC&D.

### Minor Violations

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

**Inspector Observations:** 1) Handwash sink in drinks area observed to be blocked by ice bucket. Handwash sink by prep sink observed to have equipment inside [CA] Keep handwash sink clear and easily accessible. [COS] Handwash sink was clear.

2) Handwash sink in drinks area observed to be missing splash guard. [CA] Install 6 inch splash guard to prevent cross contamination of clean equipment and food stored near handwash sink.

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

**Inspector Observations:** 1) Prep cooler by cookline insert measured to have:

-Tripe -44F

-Raw Sliced beef -46F

-Cooked sliced beef -48F

-Tofu -49F

-Tendon - 49F

Reach in portion of cooler measured to have PHFs at 41F or under (see measured observations). Per operator cooler has had minor issues due to current heat wave and is being monitored .

Insert observed to have some meats in ice bath with ice just at the bottom.

2) Milk in drink area in two ice bath measured to be

-Milk at 46F

-Milk at 48F

Per operator milk was about for about 1.5 hours. Ice bath observed to only have ice covering the bottom inch of milk containers.

[CA]

Ensure PHFs are maintained at 41F and below for cold holding.

Ice baths shall have ice AND water that reaches partially up sides of PHF container.

[COS] Per employee beef was just restocked at the end of lunch. Tofu and tendon were there mid lunch. Tofu and Tendon were VC&D. New PHFs were placed out and ice bath was prepared with ice water to effectively hold temperature.

Milk was returned to reach in coolers.

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

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**Inspector Observations: Flies observed in back prep area.**

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

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: Containers of dry bulk seasonings in dry storage room observed to be kept without lids.**

**[CA] Keep dry bulk seasonings covered with tight fitting lids when not in use to prevent cross 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

**Inspector Observations: 3-comp dish sink observed to used to be thawing containers of soup base. [CA] Use 2-compartment prep sink for thawing foods. Keep 3-comp sink exclusively for dishwashing to prevent cross 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: 1) Soup cookline prep cooler observed to have one door held down with tape [CA] Repair the door.**

**2) Sprinkler arm in ventilation hood observed to be held with string. [CA] Repair sprinkler arm.**

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

**Inspector Observations: 1) Walls by door frames observed to have finish peeling. [CA] Repair wall finishes.**

**2) Back door observed to be kept open when not in use. [CA] Keep back door close to prevent vermin entry.**

## Performance-Based Inspection Questions

N/A

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## Measured Observations

| Item              | Location                        | Measurement       | Comments                                                     |
|-------------------|---------------------------------|-------------------|--------------------------------------------------------------|
| Milk              | Drink area under county cooler  | 40.00 Fahrenheit  |                                                              |
| Bean sprouts      | Walk in cooler                  | 44.00 Fahrenheit  | Per employee item was just delivered about 20 minutes prior. |
| Raw shrimp        | Side cookline prep cooler       | 38.00 Fahrenheit  |                                                              |
| Raw salmon        | Side cookline prep cooler       | 37.00 Fahrenheit  |                                                              |
| Strawberry        | boba area prep cooler           | 39.00 Fahrenheit  |                                                              |
| Warm water        | Handwash sink                   | 100.00 Fahrenheit |                                                              |
| Lychee            | boba area prep cooler           | 39.00 Fahrenheit  |                                                              |
| Pho broth         | Cookline                        | 164.00 Fahrenheit |                                                              |
| Milk              | Drinks area ice bath            | 48.00 Fahrenheit  |                                                              |
| Shrimp            | 1 door upright freezer          | 11.00 Fahrenheit  |                                                              |
| Rinse cycle       | Upright dishwasher              | 160.00 Fahrenheit |                                                              |
| Fried chicken     | Walk in freezer                 | 56.00 Fahrenheit  | Per employee cooked about 4 hours prior                      |
| Sliced cook beef  | Soup cookline cooler (insert)   | 48.00 Fahrenheit  |                                                              |
| Bun Bo Hue broth  | Cookline                        | 159.00 Fahrenheit |                                                              |
| Hot water         | 3-comp sink                     | 120.00 Fahrenheit |                                                              |
| Large cooked beef | Walk in cooler                  | 83.00 Fahrenheit  | Per employee cooked about 1.5 hours prior.                   |
| Fried chicken     | Walk in cooler                  | 68.00 Fahrenheit  | Per employee cooked about 4 hours prior                      |
| Tripe             | Soup cookline cooler (insert)   | 44.00 Fahrenheit  |                                                              |
| Sliced chicken    | Soup cookline cooler (reach in) | 41.00 Fahrenheit  |                                                              |
| Cooked shrimp     | Soup cookline cooler (reach in) | 64.00 Fahrenheit  | Per employee cooked about 1 hour prior                       |
| Cooked pork chop  | Walk in cooler                  | 40.00 Fahrenheit  |                                                              |
| Tendon            | Soup cookline cooler (insert)   | 49.00 Fahrenheit  |                                                              |
| Milk              | Drinks area ice bath            | 46.00 Fahrenheit  |                                                              |
| Quat ammonia      | 3-comp sink                     | 200.00 Fahrenheit |                                                              |
| Milk tea          | Drink dispenser                 | 38.00 Fahrenheit  |                                                              |
| Fried tofu        | Soup cookline cooler (insert)   | 49.00 Fahrenheit  | Per employee cooked about 3 hours prior                      |
| White tofu        | Soup cookline cooler (reach in) | 41.00 Fahrenheit  |                                                              |
| Raw beef          | Walk in cooler                  | 43.00 Fahrenheit  | Per employee item was just delivered about 20 minutes prior. |
| Half and half     | Drink area under county cooler  | 41.00 Fahrenheit  |                                                              |
| Raw sliced beef   | Soup cookline cooler (insert)   | 46.00 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 **9/28/2026**. 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.

## 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: Tommy Le  
Owner  
Signed On: September 14, 2026