

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 FA0211543 - PHO VAN RESTAURANT		Site Address 1555 LAURELWOOD RD 1, SANTA CLARA, CA 9505		Inspection Date 09/04/2025	
Program PR0302543 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name QUOC VINH INC		Inspection Time 13:40 - 17:40
Inspected By MAVERICK CHIN	Inspection Type ROUTINE INSPECTION	Consent By KWANG AND THOI	FSC Phara Nvon 12/27/2025		

Placard Color & Score
YELLOW
28

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	X			S
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			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		X			S
K14 Food contact surfaces clean, sanitized		X		X			N
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				N
K22 Sewage and wastewater properly disposed	X						
K23 No rodents, insects, birds, or animals			X				S

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	X	X
K27 Food separated and protected	X	
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	X	
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	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored	X	
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	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		X
K49 Permits available		
K58 Placard properly displayed/posted		

Comments and Observations

Major Violations

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

Inspector Observations:

The following potentially hazardous foods measured in the temperature danger zone (greater than 41F, but less than 135F):

- *Meat in broth (107F) stored in a plastic bucket on the floor to the right of the cook-line. Per an employee, she had finished cooking it an hour ago and was storing the meat in broth there until it was time to cook it.*
- *Crispy pork (95F) while maintained inside of a turned off toaster oven to the left of the cook-line on a lower-counter. Per staff, they had heated it up one hour prior and were storing it in the oven, and they were just about to begin cooking it to crisp the skin a second time.*
- *A raw shell egg (83F) maintained inside of a plastic container directly on top of fried vermicelli noodles. Per staff, they had taken the egg out 1 hour prior to cook it.*
- *Rice (107F) while maintained in a turned-on rice warmer on a counter in the kitchen area. Per the PIC, rice had been cooked more than 4 hours prior.*
- *Vermicelli noodles (packaging states: Keep refrigerated) measured 74F while maintained in a plastic bucket on the floor next to the cook-line. Per an employee, it had been taken out of the walk-in 1 hour prior.*

[CA] Potentially hazardous foods (PHF) shall be held at or below 41F, or at or above 135F to prevent the growth of bacteria.

[COS] Meat in broth was reheated to 165F and subsequently cooked. Crispy pork cooked inside of the toaster oven. Raw shell egg VC&D (and ready-to-eat fried vermicelli - See K13M). Rice VC&D. See VC&D report. Vermicelli noodles relocated to walk-in cooler.

Follow-up By
09/09/2025

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

Inspector Observations:

Two and a half 5 gallon buckets of chicken broth measured 44F-45F while maintained on lower shelves inside of the walk-in cooler. Per the PIC, they had been in the process of cooling since yesterday.

[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.

*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 3 inches for liquids.*

[COS] Two and a half 5 gallon buckets of chicken broth VC&D. See VC&D report.

Follow-up By
09/09/2025

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations:

1. *Fly observed landing on a plate of bean sprouts.*
2. *Fly observed landing on a leaf of lettuce.*

[CA] Food shall be adequately protected from contamination by the use of rigid containers, tight fitting lids, and abatement of pests (flies) within the facility.

Follow-up By
09/09/2025

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[COS] Plate of bean sprouts VC&D. See VC&D report. Lettuce leaf washed in the prep sink.

3. Fried, ready-to-eat vermicelli stored in the same container as a raw shell egg.

[CA] Raw products of animal origin may not be stored in contact with ready-to-eat foods in order to prevent contamination.

[COS] Fried vermicelli noodles VC&D. See VC&D report.

K14 - 8 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations:

1. Meat slicer observed to have meat buildup while not in use. Employee was asked to wash the meat slicer. Employee proceeded to run a clean wiping towel under hot water, then wiped down the meat slicer. While in the process of wiping down meat slicer, employee touched the inside of a garbage can with the wiping towel, then continued to wipe meat slicer.

**Follow-up By
09/09/2025**

[CA] Meat slicer must be properly washed (with soap and water), rinsed, and sanitized. Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

[COS] Employee was instructed to change the now contaminated wiping towel. Employee instructed to properly wash and sanitize the meat slicer. Meat slicer was disassembled for warewashing.

2. Employee observed cleaning the wok in the 3 compartment sink (109F max output) by using hot water and a steel wool.

[CA] Wok shall be cleaned via immersion in hot water of 171F for at minimum 30 seconds, OR via wash, rinse, sanitize.

[COS] Employee filled the wok with hot water, turned on a burner, and proceeded to sanitize the wok via immersion in hot water on the stove.

3. Ant observed directly inside of a scoop inside of the sugar bulk storage bin

[CA] Keep food containers covered with tight fitting lids to prevent the intrusion and possible contamination of food by pests.

[COS] Scoop taken to the 3 compartment sink for wash, rinse, sanitize.

4. Cutting board observed to be heavily scored, with black mold-like debris on the interior of cervices/scratches. 1/2 sliced tomato observed on top of contaminated cutting board.

[CA] Equipment contacting food shall be maintained in good repair. Replace cutting boards when they become too scratched/scored to be easily cleanable.

[COS] Cutting board discarded. Tomato VC&D. See VC&D report.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations:

The PIC lacks a food handler card.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

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Inspector Observations:

1. Employee observed handling raw meat with gloved hands, then attempted to touch lettuce prior to being stopped by this division.

2. Employee observed touching raw shell egg with bare hands, then proceeded to use ice scoop to scoop ice intended for customer consumption, as well as grab the handle of a water pitcher and a customer's cup.

[CA] Employees shall change gloves and properly wash their hands using soap, warm water, and paper towels after touching surfaces that may be contaminated.

[COS] Employees were instructed to change gloves and properly wash their hands.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations:

1. Three compartment sink is capable of outputting water at a maximum of 109F while fluctuating, as measured at the time of inspection. Prep sink is capable of outputting water at a maximum of 116F while fluctuating, as measured at the time of inspection.

[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

Note: PIC states that the mechanical dishwasher is currently broken, and they are working on fixing it. The presence of a mechanical dishwasher does not eliminate the requirement for having a three compartment sink that is capable of outputting water at 120F.

2. Hand wash sink in women's restroom measured 94F.

[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

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

Inspector Observations:

1. One old, dried, dead cockroach observed on the shelving units directly outside of the office area in the back of the facility. Old cockroach droppings observed on the wall in the office area. No other evidence of cockroach activity observed.

Note: PIC states that they receive monthly pest control services and provided an invoice from last month, but was unable to provide a report.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food.

2. Approximately 30 flies observed throughout the kitchen and storage area.

3. Ants observed on floor by the handwash sink and in the office by the kitchen.

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

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

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Inspector Observations:

Frozen raw beef covered in plastic wrap observed to be thawing on the counter across from the cook-line. Per staff, it had been taken out 30 minutes prior to thaw.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

[COS] Employee placed frozen beef under cold, running water to thaw in the prep sink.

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:

Raw shell eggs stored over ready-to-eat meat in the walk-in cooler.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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

Inspector Observations:

Unlabeled bottle of yellow chemical observed in a cabinet in the kitchen area.

[CA] Containers containing chemicals shall be labeled with their common name.

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

Inspector Observations:

1. Various instances of food stored in the floor observed throughout the kitchen and walk-in (container of meat in broth on floor next to cook-line, carrots on floor in walk-in, boxes of noodles on floor, etc.)

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

2. Numerous opened containers missing lids, with lids off, or twisted shut observed throughout the kitchen.

[CA] Food shall be stored in rigid containers with tight fitting lids to preclude contamination, particularly in the presence of flies.

3. Container of crystalline white substance not labeled in the back storage area.

[CA] Bulk food items shall be labeled with common name if not easily distinguishable.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations:

Various shelving units and sides of equipment observed to have large amount of food debris buildup.

[CA] Nonfood contact surfaces shall be kept clean.

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:

Facility lacks chlorine test strips.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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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. Large, white upright freezer in the back storage area observed to have a deteriorated interior/seal. Freezer is unable to keep all food frozen.

[CA] Maintain equipment in good repair.

When eventually replacing non-commercial equipment (i.e. fridges, freezers, etc.) new and/or replacement food equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation), and shall go through DEH Plan Check at dehplanchek@deh.sccgov.org.

2. Home Depot plastic buckets are being used to store food.

[CA] Discontinue the use of home depot buckets. Food containers shall be food grade and ANSI approved.

3. Rice cooker is unable to maintain rice at or above 135F.

[CA] Replace or repair rice cooker.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations:

Knife stored on dirty wiping cloth on the counter directly across from the cook-line.

[CA] Equipment contacting food shall be stored in a sanitary location.

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

Inspector Observations:

4-burner cooktop + oven combo on the left side of the cook-line and 2-burner stock pot unit on the right side of the cook-line do not have the minimum required 6 inches of additional ventilation overhang to the left and right sides, respectively. PIC states that they plan to remove a broken burner unit in the middle of the cook-line, which may free up space under the vent hood for other equipment.

[CA] There shall be a minimum of 6 inches overhang of ventilation hood over cooking equipment.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations:

Multiple wiping cloths maintained out on various counter surfaces.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

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. Prep sink drains directly.

[CA] All equipment that discharges liquid waste shall be drained by means of indirect waste pipes, and all wastes drained by them shall discharge through an airgap of minimum one inch into a floor sink or other approved type of receptor.

2. Three compartment sink is leaking. Plumbing underneath the urinal in the men's restroom is exposed.

[CA] Maintain plumbing in good repair.

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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:

1. Open employee drink observed on the counter across from the cook-line.

[CA] Employees shall drink from containers with tight fitting lids and straws in order to prevent contamination.

2. Facility lacks a mop rack to hang mops.

[CA] Install mop rack.

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

Inspector Observations:

Excessive buildup of food observed on floors, walls, and ceilings throughout food facility.

[CA] Walls, floors, and ceilings in food preparation area shall be kept clean.

K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations:

Facility has installed a handwash sink without approval from plan check. Per the last routine inspection, facility was instructed to install a dedicated food prep sink. Facility opted to turn the existing handwash sink (which is structurally a food prep sink with a single drainboard on the left side of dimensions 10x22) into a prep sink (which it was originally designed for), and install the new handwash sink directly next to the mop sink in the same room as the water heater.

**Follow-up By
09/18/2025**

[CA] Submit plans for BOTH the new handsink, and the prep sink (owing to the fact that the function of the prep sink has changed from being a hand sink to now being a prep sink) to DEH Plan Check at dehplancheck@deh.sccgov.org

Facility has added a Wolf fryer underneath the vent-hood at the cook-line. Per the PIC, the Wolf fryer does not work and they plan on buying a new one.

[CA] Submit plans when obtaining the new fryer to DEH Plan Check at dehplancheck@deh.sccgov.org PRIOR to using fryer.

Performance-Based Inspection Questions

- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Hot and cold water available.
- Needs Improvement - Food contact surfaces clean, sanitized.
- Needs Improvement - Proper cooling methods.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
frozen eggroll	2-part fridge/freezer (freezer part)	26.00 Fahrenheit	
warm water	hand sink	100.00 Fahrenheit	
raw chicken	2-part fridge/freezer (fridge part)	39.00 Fahrenheit	
frozen chicken	left-side freezer	4.00 Fahrenheit	
chlorine sanitizer	3 comp sink	100.00 PPM	
raw beef	walk-in cooler	41.00 Fahrenheit	
raw pork	walk-in cooler	40.00 Fahrenheit	
rice	rice warmer	107.00 Fahrenheit	
frozen potsticker	large, white upright freezer	28.00 Fahrenheit	
shrimp and fish balls broth	stovetop	206.00 Fahrenheit	
frozen shrimp	freezer chest	-4.00 Fahrenheit	

Overall Comments:

Two or more major violations were cited during the routine inspection.

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A follow-up inspection will be conducted in the next 1 to 3 weekday business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

Joint inspection with Gabriel Gonzalez.

Report written by Maverick.

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 **9/18/2025**. 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: truc nguyen
employee

Signed On: September 04, 2025