

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 FA0204307 - PHO TO CHAU		Site Address 853 VILLA ST, MOUNTAIN VIEW, CA 94041		Inspection Date 11/07/2024		Placard Color & Score GREEN 78		
Program PR0304339 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name THOM NGUYEN		Inspection Time 15:30 - 16:35			
Inspected By DENNIS LY		Inspection Type ROUTINE INSPECTION		Consent By STEVE				FSC Son T Pham 9/14/25

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			N
K06	Adequate handwash facilities supplied, accessible		X		X			N
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						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						
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	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	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored	X	
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: *Lack of soap at only handwash sink located in the kitchen. [CA] All handwash sinks shall be able to provide warm water, soap, and single-use paper towels for employees to properly wash hands. [COS] Employee refilled soap dispenser at handwash sink.*

Minor Violations

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

Inspector Observations: *A valid food handler card is not available for all employees. [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)

Inspector Observations: *Improper handwashing practices observed by employees. Employees observed washing hands without the use of soap. Employees observed washing hands while still wearing disposable gloves. Employee observed changing tasks from putting away cleaned dishes back to food preparation without washing hands. [CA] Employees shall properly wash hands with warm water, soap, and single-use paper towels as required. This includes changing tasks prior to handling of food and before putting on disposable gloves. [COS] Employees were stopped and asked to properly wash hands.*

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: *Inside upright reach-in coolers and inside the food prep unit, observed raw beef stored above ready-to-eat foods. [CA] Store raw food items separate or below ready-to-eat foods to prevent cross-contamination.*

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

Inspector Observations: *Containers and boxes of food are stored on the floor inside the kitchen under prep tables and inside the walk-in cooler. [CA] Food shall be stored a minimum of 6 inches off the floor to protect from contamination and to allow for ease of frequent cleaning.*

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: *Observed cardboard reused to line shelves in the kitchen and by the cook line. Cardboard is has visible stains and debris. [CA] Discontinue the reuse of card to line shelves and instead use material that is smooth, durable, nonabsorbent, and easily cleanable.*

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

Inspector Observations: *Wiping towels are observed used, reused, and stored on food prep 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).*

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Hands clean/properly washed/gloves used properly.

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Measured Observations

Item	Location	Measurement	Comments
mayo	Food prep unit insert	40.00 Fahrenheit	
tendon	Food prep unit insert	35.00 Fahrenheit	
Chicken wings	Food prep unit reach-in	39.00 Fahrenheit	
Beef	Upright reach-in freezer	35.00 Fahrenheit	
Rare steak	Upright reach-in cooler	35.00 Fahrenheit	
raw beef	Food prep unit reach-in	35.00 Fahrenheit	
Egg rolls	Food prep unit insert	40.00 Fahrenheit	
Beef	Food prep unit insert	34.00 Fahrenheit	
Cooked chicken	Upright reach-in freezer	52.00 Fahrenheit	Per employee, two hours into cooling
Beef	Upright reach-in cooler	36.00 Fahrenheit	
Rare steak	Food prep unit insert	34.00 Fahrenheit	
rice noodles	On top of food prep unit	62.00 Fahrenheit	Per employee, prepared within last 30 mins and in process of cooling drying.
Cooked shrimp	Back of kitchen	49.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
Bean sprouts	Ice bath	34.00 Fahrenheit	
Rice noodles	Upright reach-in cooler	35.00 Fahrenheit	
Chlorine sanitizer	Dishwasher	100.00 PPM	
tripe	Food prep unit insert	34.00 Fahrenheit	
Chicken broth	Upright reach-in cooler	38.00 Fahrenheit	
tendons	Upright reach-in cooler	36.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Grilled pork	Food prep unit reach-in	63.00 Fahrenheit	Per employee, two hours into cooling
Milk	Upright reach-in cooler	41.00 Fahrenheit	

Overall Comments:

Routine inspection conducted in conjunction with CO0155711

Provided and discussed handout for proper refrigeration storage.

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 **11/21/2024**. 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: Steve Pham
Owner
Signed On: November 07, 2024