

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 FA0278351 - PHO SAN JOSE		Site Address 1174 N CAPITOL AV, SAN JOSE, CA 95132	Inspection Date 09/10/2026
Program PR0420510 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		Owner Name THUYEN NGUYEN	Inspection Time 12:00 - 12:40
Inspected By TRAVIS KETCHU	Inspection Type LIMITED INSPECTION	Consent By THI THANH HA NGUYEN	

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

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

Inspector Observations: *Live cockroaches on and within boxes of ginger stored on the floor of the storage area.*

[CA] *Food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health and shall be discarded immediately.*

[COS] *Boxes of ginger voluntarily condemned and discarded.*

Follow-up By
09/11/2026

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *1. Observed Vermin:*

Live cockroaches of various life stages within the following locations:

- 10 plus within and under boxes of ginger on the floor of the dry storage room.
- On the floor under the under right refrigerator within the storage area.
- Between the wall mounted shelving and FRP above the food preparation sink.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Anjani Sircar

4. Notification: The person in charge during inspection, thi thanh ha nguyen, has been informed that the facility must close immediately.

Follow-up By
09/11/2026

[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. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.*

Requirements Before Reopening:

1. *Email the signed and completed Reopening Checklist to the assigned inspector.*
2. *Submit a copy of the pest control report from a licensed provider.*

Minor Violations

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

Inspector Observations: *Food boxes stored directly in the floor of the dry storage area.*

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

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

Inspector Observations: *Observed holes in the wall/ baseboards at the following areas:*

1. *Below the hand wash sink adjacent to the food preparation sink*
2. *Broken cove-base tiles below both cook line hand wash sinks*
3. *Gaps between the cook line stainless steel and the wall surfaces*

[CA] *Repair holes in structure and maintain in good repair to prevent pest harborage.*

Performance-Based Inspection Questions

N/A

Measured Observations

N/A

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Overall Comments:

Facility is closed due to the following major violation:

Live cockroach activity.

Prior to reopening, these violations must be corrected and written approval must be received from this department.

Requirements Before Reopening:

- 1. Email the signed and completed Reopening Checklist to the assigned inspector Travis Ketchu and copy supervisor Anjani Sircar at anjani.sircar@deh.sccgov.org - (408) 918-3440*
- 2. Submit a copy of the pest control report from a licensed provider.*

The first follow-up inspection is free of charge. Subsequent follow up inspections after first follow up shall be billed \$298/hr during business hours and \$645/ hr during non business hours upon availability.

Failure to comply may result in enforcement action.

When the facility is clear of cockroaches, call DEH at (408) 918-3400 to schedule a re-inspection.

Note: The first follow-up inspection is free of charge. Subsequent follow up inspections after first follow up shall be billed \$298/hr during business hours and \$645/ hr during non business hours upon availability. Failure to comply may result in enforcement action.

CLOSURE / PERMIT SUSPENSION NOTICE

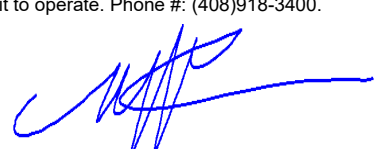
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 9/24/2026. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: thi thanh ha nguyen
PIC
Signed On: September 10, 2026