

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 FA0201657 - PHO BANH MI / GREEN BAKERY CAFE		Site Address 692 FREMONT AV, LOS ALTOS, CA 94024		Inspection Date 06/15/2026	
Program PR0441479 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name DMNLUONG INVESTMENT, L		Inspection Time 14:45 - 16:15
Inspected By KAYA ALASSFAR	Inspection Type ROUTINE INSPECTION	Consent By KIM	FSC LINH TRAN 03/24/2027		

Placard Color & Score
RED
65

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		X			
K08	Time as a public health control; procedures & records		X					N
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						
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					N

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		X
K33	Nonfood contact surfaces clean		X
K34	Warewash facilities: installed/maintained; test strips		
K35	Equipment, utensils: Approved, in good repair, adequate capacity		
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		
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

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

Inspector Observations: Measured beans sprouts at 66F held in ice bath for less than 2h.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] PHF relocated to the refrigerator.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: 1- Shrimp roll subject to TPHC are held at room temperature for more than 4h.

2- Meat filled pastries on sale at room temperature lack time marking.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Employee discarded PHFs.

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

Inspector Observations: 1. Observed Vermin: Documented in the following areas: Heavy cockroach infestation in the kitchen area, numerous live cockroaches from different life stages observed under the hand sink adjacent to the mop sink, heavy concentration under the oil bin behind food prep table, multiple dead cockroaches observed throughout the kitchen area.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Liz T.

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

[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

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

Inspector Observations: Cooked chicken and beef left to cool in covered containers.

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

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 meats and raw eggs stored directly above ready to eat foods.

[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.

K32 - 2 Points - Food improperly labeled & not honestly presented: 114087, 114089, 114089.1(a, b), 114090, 114093.1

Inspector Observations: Drinks in display refrigerator lack proper labeling.

[CA] Food prepackaged in a food facility shall bear a label with the following: 1) common name of the food, 2) list of ingredients in descending order of predominance by weight, 3) quantity of contents, 4) name and place of business of the manufacturer, packer, or distributor.

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

Inspector Observations: Accumulation of grease and on wall and below equipment in the kitchen area.

[CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

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 hood filters.

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

Electric fryer used outside of the ventilation hood.

[CA] Provide approved exhaust hood ventilation over all cooking equipment as required to effectively remove cooking odors, smoke, steam, grease, heat, and vapors.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Needs Improvement - No rodents, insects, birds, or animals.

Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
ambient	freezer	10.00 Fahrenheit	
beef, tofu	prep refrigerator	41.00 Fahrenheit	
water	3-comp sink	120.00 Fahrenheit	
milk tea	display refrigerator	41.00 Fahrenheit	
eggs	upright refrigerator	40.00 Fahrenheit	
raw chicken	upright refrigerator	40.00 Fahrenheit	
milk	4 door refrigerator	40.00 Fahrenheit	
milk tea	undercounter refrigerator	40.00 Fahrenheit	
bean sprouts	ice bath	66.00 Fahrenheit	

Overall Comments:

Facility is hereby closed due to evidence of a vermin infestation.

All food operations must cease immediately.

Facility shall remain closed until the infestation is fully eliminated and approval to reopen is issued by this Department.

Facility shall:

- Obtain a pest control service report from a licensed pest control company detailing treatment and control measures.
- Remove rodents and droppings from the facility.
- Clean and sanitize all affected areas and equipment.
- Discard all contaminated or adulterated food items.
- Seal all holes, gaps, and entry points.
- Store all food properly at least 6 inches off the floor, in sealed containers.
- Dispose of waste properly.

Note :

Follow-up inspections after the first will be billed at \$298/hour (minimum 1 hour) during regular business hours, and \$645 (minimum 2 hours) during non-business hours, pending inspector availability.

The closure placard is the property of Santa Clara County Environmental Health and must not be removed, covered, moved, tampered with, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B 11-55.

Operating without a permit may result in penalties of three times the permit fee, plus reinspection fees.

All penalties must be paid before a new operating permit is issued.

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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 **6/29/2026**. 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: Kim
PIC
Signed On: June 15, 2026