

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 FA0262123 - PHO HUONG		Site Address 1954 TULLY RD, SAN JOSE, CA 95122		Inspection Date 04/10/2026		Placard Color & Score YELLOW 67		
Program PR0384467 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name VO, HUONG		Inspection Time 10:15 - 11:15			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By HUONG V.				FSC Huang Vo 09/20/2030

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						S
K04	Proper eating, tasting, drinking, tobacco use			X				N
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			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						
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	X	
K34	Warewash facilities: installed/maintained; test strips		
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	X	
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: Bean sprouts maintained in ambient temperature measuring at 63F. Employee stated that bean sprouts were taken out 15 minutes prior from the refrigerator.

Follow-up By
04/15/2026

Two colanders of cooked vermicelli maintained out in ambient temperature measuring between 70F to 94F. Manager stated that noodles were prepared about an hour prior and is maintained out until orders.

Plate of sliced tomatoes maintained above the top inserts of the food preparation refrigerator measuring at 56F.

[CA] PHFs shall be held at 41°F or below or at 135°F or above. Discontinue storing food items on top of the inserts. Place food directly into the containers intended to be used for the preparation refrigerator.

[COS] Ice was added to bean sprouts to immediately cool. Colanders of vermicelli were relocated into the walk-in refrigerator to immediately cool.

**** Repeat violation.**

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

Inspector Observations: Plastic container of cooked red rice maintained inside the walk-in refrigerator measured at 47F. Employee stated that rice was from the night before and has not been taken out of the refrigerator since.

Follow-up By
04/15/2026

Four bowls portioned bowls of red rice maintained inside the food preparation refrigerator measured between 45F to 48F. Manager stated that rice was also prepared from the night before and has been kept inside the refrigerator since.

Plate of cooked white rice maintained inside the preparation refrigerator measured at 52F. Manager stated that the white rice was also from the night before.

Two plastic containers of pho broth maintained inside the walk-in refrigerator measured at 56F. Manager stated that the broth was prepared the previous day.

[CA] Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F or below within 2 hours and from 70°F to 41°F or below within and additional 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.

[COS] All PHF items were VC&D due to improper cooling.

Minor Violations

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

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Inspector Observations: *Observed employees actively eating and employees half eaten food stored in areas of open food and/or food preparation areas.*

[CA] *No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages that is separated and protected from facility food, food contact surfaces, and food storage areas.*

**** Repeat violation**

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

Inspector Observations: *Observed employee removing utensils from the only hand wash station in the kitchen upon this Division's entry into the kitchen.*

[CA] *Handwashing facility shall be clean, unobstructed, and accessible at all times. A handwashing facility shall not be used for purposes other than handwashing.*

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

Inspector Observations: *Hot water at the three-compartment sink measured between 117F and 118F.*

[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.*

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: *Observed 5+ plastic bags of cooked beef bones cooling on top of flatten cardboard boxes on the floor. Observed bulk ingredient bags and bag of rice maintained directly on the floor. Cases and bags of food maintained directly on the floor inside the walk-in freezer. Container of spices maintained directly on the floor underneath the food preparation table.*

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

Box of shallots maintained inside the void on the backside of the food preparation refrigerator.

[CA] *All food shall be separated and protected from possible contamination.*

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

Inspector Observations: *Accumulation of grime observed on handles of the food preparation refrigerators.*

Accumulation of grime and food residues observed on and around the food preparation table close to the rear door of the facility.

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

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: *Green cutting board at the cook line observed heavily scored and stained.*

[CA] *Surfaces of equipment such as cutting blocks and boards that are scratched and scored so that they can no longer be effectively be cleaned and sanitized shall be resurfaced or replaced.*

Observed cardboard and newspaper lining floors throughout the kitchen.

[CA] *Discontinue the use of cardboard boxes to line shelves/flooring, use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent.*

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

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Inspector Observations: *Walk-in refrigerator lacks thermometer.*

[CA] *A thermometer +/- 2°F shall be provided and correctly located in each hot and cold holding unit containing potentially hazardous foods.*

Performance-Based Inspection Questions

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Needs Improvement - Proper cooling methods.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
Raw beef slices	Food preparation refrigerator	37.00 Fahrenheit	
Raw chicken	Food preparation refrigerator	38.00 Fahrenheit	
Cooked rice	Rice cooker	172.00 Fahrenheit	
Cooked beef brisket	Food preparation refrigerator	41.00 Fahrenheit	
Milk	Merchandise refrigerator	38.00 Fahrenheit	
Pho soup	Cook line	185.00 Fahrenheit	
Filling for egg rolls	Walk-in refrigerator	41.00 Fahrenheit	
Raw pork	Food preparation refrigerator	39.00 Fahrenheit	
Cooked chicken breast	Walk-in refrigerator	41.00 Fahrenheit	
Cooked beef tendon	Food preparation refrigerator	41.00 Fahrenheit	
Warm water	Hand wash sink	100.00 Fahrenheit	
Steamed egg cake	Walk-in refrigerator	41.00 Fahrenheit	

Overall Comments:

- *Two or more major violations were observed during the routine inspection.*

- *A follow-up inspection will be conducted to verify compliance of all major violations.*

- *Subsequent follow-up inspection after first follow-up shall be billed \$282/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 for a minimum of two hours, during non-business hours, and upon inspector availability.*

- *The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.*

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 **4/24/2026**. 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.

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: Huong V.
Owner

Signed On: April 10, 2026