

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 12/19/2025		Placard Color & Score GREEN 78		
Program PR0420510 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name THUYEN NGUYEN		Inspection Time 10:00 - 11:35			
Inspected By NHA HUYNH		Inspection Type ROUTINE INSPECTION		Consent By THUYEN				FSC Thu Nhan Nguyen 04/08/2030

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						S
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						
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods					X		S
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		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		
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		
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		
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		X
K45	Floor, walls, ceilings: built, maintained, clean		X
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0278351 - PHO SAN JOSE	Site Address 1174 N CAPITOL AV, SAN JOSE, CA 95132	Inspection Date 12/19/2025
Program PR0420510 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name THUYEN NGUYEN	Inspection Time 10:00 - 11:35
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K15 - 8 Points - Food not obtained from approved source; 113980, 113982, 114021-114031, 114041

Inspector Observations:

Candied jerky from Honest Jerk and cookies from Reese's do not appear to come from an approved source.

[Corrective Action] Discontinue sales of Honest Jerk and Reese's. Ensure products are from an approved source.

[Suitable Alternative] Operator will pull items and store walk-in cooler and not sell.

Minor Violations

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

Inspector Observations:

Multiple expired Food Handler's Cards.

[Corrective Action] Maintain Food Handler's Card current and valid.

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

Inspector Observations:

Lack of hot water for the handwash sink at the service area. Faucet appears to be connected to be a warm water faucet.

[Corrective Action] Provide hot water of at least 100 degrees Fahrenheit for handwash sinks. If hot and cold water is premixed, provide warm water at 100 - 108 degrees Fahrenheit.

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

Inspector Observations:

Grime accumulation within the gaskets on the doors of the refrigeration units at the cookline.

[Corrective Action] Thoroughly clean and maintain clean.

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:

1. Vermicelli noodles, red rice, chicken were observed stored in direct contact with plastic shopping bags.

[Corrective Action] Store foods in food grade bags or containers.

2. Knives observed stored in the crevice between the 2 door prep cooler and the single door prep cooler.

[Corrective Action] Discontinue storing knives in the crevice. Store in a clean and dry location.

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:

Gap observed under the screen curtains for the back door.

[Corrective Action] Ensure screen fully covers the back door.

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

Inspector Observations:

Damaged wall and cove base tile observed behind the microwave. Damaged flooring observed by the food prep sink.

[Corrective Action] Maintain floors and walls in good condition.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

OFFICIAL INSPECTION REPORT

Facility FA0278351 - PHO SAN JOSE	Site Address 1174 N CAPITOL AV, SAN JOSE, CA 95132	Inspection Date 12/19/2025
Program PR0420510 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name THUYEN NGUYEN	Inspection Time 10:00 - 11:35

Measured Observations

Item	Location	Measurement	Comments
milk	2 door undercounter cooler	41.00 Fahrenheit	service area
broth, tendons	walk-in cooler	41.00 Fahrenheit	
chlorine sanitizer	dishwasher	50.00 PPM	
chicken	2 door undercounter cooler	41.00 Fahrenheit	
meatballs	single door prep cooler	39.00 Fahrenheit	
tendon, brisket	2 door prep cooler	38.00 Fahrenheit	

Overall Comments:

Obtain variance letter from Rice Valley for fresh rice noodles.

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 **1/2/2026**. 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: Thuyen Nguyen
Operator
Signed On: December 19, 2025