

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 FA0268457 - PHO 24 VIETNAMESE CUISINE & SWEET TEA		Site Address 5592 SANTA TERESA BL B, SAN JOSE, CA 95123		Inspection Date 10/09/2025		Placard Color & Score YELLOW 59		
Program PR0398089 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO 24 BAC CALI CORPORA		Inspection Time 11:30 - 12:50			
Inspected By JENNIFER RIOS		Inspection Type ROUTINE INSPECTION		Consent By BANG				FSC Minh Nguyen 01/27/2030

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						
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					
K08	Time as a public health control; procedures & records			X				
K09	Proper cooling methods		X		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		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	X	
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	X	
K36	Equipment, utensils, linens: Proper storage and use	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
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

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

Inspector Observations: *Bean sprouts in bucket with ice on top only measured 63F. Per PIC, the item had been out for one hour. [CA] PHFs shall be held at 41°F or below or at 135°F or above. [COS] PIC added ice throughout to cool bean sprouts back down.*

Follow-up By
10/14/2025

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

Inspector Observations: *Rice noodles in bowl in dry storage area measured 74F. Per PIC, the noodles were cooked two hours prior to temperature measured. Rice noodles on counter measured 119F. Rice noodles in bucket of water measured 122F. Per PIC, they had been cooked one hour prior. [CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 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.

Follow-up By
10/14/2025

K14 - 8 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations: *Cutting board used to cut raw beef was rinsed off with spray nozzle at three compartment sink. The cutting board was then placed at the preparation sink behind the faucet for storage. [CA] Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Use 1 TBS of bleach (5.25%) per 1 gal. of water for chlorine solution (100 PPM). Use 1 tbs of quaternary ammonium (10%) per 2 gal. of water for quaternary ammonium (200 PPM). [COS] Cutting board was placed into mechanical warewash and sanitized.*

Follow-up By
10/14/2025

Minor Violations

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: *Boba is maintained using TPHC however, written procedures were not available at time of inspection. [CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).*

Follow-up By
10/14/2025

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: *Observed frozen chicken thawing in standing water in preparation sink with water measuring 77F. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways:*

- 1) under refrigeration that maintains the food temperature at 41°F or below,
- 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain,
- 3) in a microwave oven if immediately followed by immediate preparation,
- 4) as part of a cooking process.

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)

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Inspector Observations: *Observed raw chicken being thawed/prepped in preparation sink and lettuce being washed/prepped in second preparation sink located immediately next to the preparation sink with the raw chicken. Did not observed any protection from cross contamination. [CA] Ensure that raw meats are prepared separately or at different times to prevent cross contamination. Or, provide a stainless steel barrier between the preparation sinks.*

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

Inspector Observations: *Observed a bucket containing a white crystalline substance that was not labeled and was uncovered. [CA] Working containers holding food or food ingredients that are removed from their original packages shall be identified with the common name of the food if not easily recognizable.*

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: *Observed what appeared to be black plastic garbage bags lining shelf in preparation area. [CA] Discontinue the use of plastic bags to line shelves, use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent.*

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 scoop handle in bulk container in contact with bulk food items. [CA] Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.*

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: *Observed a light out in the ventilation hood. [CA] Repair/replace light.*

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

Inspector Observations: *Observed several soiled wiping cloths stored on preparation counter. [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

N/A

Measured Observations

Item	Location	Measurement	Comments
Egg roll	Fryer basket	144.00 Fahrenheit	
Raw beef	Walk in fridge	41.00 Fahrenheit	
Warm water	Front handwash	100.00 Fahrenheit	
Bean sprouts	Bucket on counter	63.00 Fahrenheit	
Beef	Cold holding insert	38.00 Fahrenheit	
Beef	2 Dr reach in freezer	1.00 Fahrenheit	
Rice noodles	On counter	119.00 Fahrenheit	
Hot water	Three compartment sink	140.00 Fahrenheit	
Rice noodles	Bowl in dry storage	74.00 Fahrenheit	
Warm water	Restroom handwash	100.00 Fahrenheit	
Rice	Walk in fridge	48.00 Fahrenheit	
Warm water	Handwash	100.00 Fahrenheit	
Beef	3 Dr reach in freezer	22.00 Fahrenheit	
Beef	Walk in fridge	40.00 Fahrenheit	
Chlorine	Mechanical warewash	50.00 PPM	
Raw chicken	Prep sink - standing water	77.00 Fahrenheit	

Overall Comments:

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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 **10/23/2025**. 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: Bang Do
Manager

Signed On: October 09, 2025