

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 FA0208182 - PHO 21	Site Address 2569 S KING RD C9, SAN JOSE, CA 95122	Inspection Date 09/11/2026
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name PHO LIME LLC	Inspection Time 10:35 - 11:30
Inspected By ANABELLE GARCIA	Inspection Type LIMITED INSPECTION	Consent By NGUYEN THAO

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

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

Inspector Observations: Box containing raw beef brisket found in kitchen area at room temperature measuring at 74F. PIC stated item was delivered at 9am.

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

[SA] PIC relocated meat to freezer.

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:

-One live nymph german cockroach in lower shelving for plates crevice for shelving next to prep unit.

-One dead adult observed behind ice machine on floor.

2. Photographs: Taken for documentation purposes. Yes

3. Supervisor Notified: Anjani Sircar.

4. Notification: The person in charge during inspection, Nyguyen Thao, 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

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: Observed gap under back screen door measuring greater than 1/4 inch. [CA] Prevent the entrance and harborage of animals, birds, and vermin by sealing gaps or installing heaving duty door sweeps.

Plumbing pipes below 3-comp sink in back area kitchen had large gaps.

[CA] Eliminate gaps surrounding piping.

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

Inspector Observations: Heavy accumulation of food debris on kitchen floors and shelving area corners near food prep areas.

[CA] The floor and shelving areas shall be free of old food debris and maintained to be clean.

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
raw beef brisket	box in kitchen at room temp	74.00 Fahrenheit	
Hot water	handwash sink in kitchen	100.00 Fahrenheit	
Hot water	3-comp sink for warewashing	150.00 Fahrenheit	

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Overall Comments:

Facility is hereby closed due to evidence of an active vermin infestation. Please contact district specialist, Anabelle Garcia (669)946-4685, or DEH main line at (408)918-3400 once issue has been resolved for a follow up inspection.

Conducted in conjunction with complaint investigation: CO0160818

**** The posted placard is property of Santa Clara County Department of Environmental Health and shall not be removed, covered, relocated, tampered, or copied. Failure to comply may result in enforcement action per County Ordinance Code section B 11-55.*

**** A Facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee and fee(s) for re-inspections(s) charged at the current hourly rate approved by Santa Clara County Board of Supervisors.*

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 9/25/2026. 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: Nguyen Thao
PIC
Signed On: September 11, 2026