

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 08/07/2026		Placard Color & Score GREEN 73		
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO LIME LLC		Inspection Time 09:30 - 10:50			
Inspected By NHA HUYNH		Inspection Type ROUTINE INSPECTION		Consent By CHI THAO				FSC Not Available

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		X			
K06	Adequate handwash facilities supplied, accessible			X	X			
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods					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				
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		
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		
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		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices		X
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		X
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations:

Observed server scratching head with both hands and went on to scoop ice from the ice machine.

[Corrective Action] Ensure hands are properly washed whenever touching any part of the body before handling food.

[Corrected on Site] Server went to go wash hands.

Minor Violations

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

Inspector Observations:

1. Manager Food Safety Certificate not available. Manager has taken the course but have not yet taken the exam.

[Corrective Action] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times. Schedule the exam and pass it.

2. Majority of employees were not able to provide their Food Handler's Card.

[Corrective Action] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire. Ensure employee's Food Handler's Card are all printed out and maintained at facility.

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

Inspector Observations:

Paper towels were not stored in the paper towel dispenser at the handwash sink in the kitchen.

[Corrective Action] Ensure paper towels are stored in the paper towel dispenser.

[Corrected on Site] Employee placed roll of paper towels inside the paper towel dispenser.

K14 - 3 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, 114125(b), 114141

Inspector Observations:

Accumulation of mold like substance inside the ice machine near the ice chute.

[Corrective Action] Thoroughly clean and sanitize inside the ice machine. Set a cleaning schedule for inside the ice machine.

K19 - 3 Points - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

Inspector Observations:

Lack of consumer advisory for undercooked beef on the menu.

[Corrective Action] Provide a symbol on menu items that are served undercooked and provide consumer advisory.

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

Inspector Observations:

Weak water pressure at the handwash sinks in the restrooms.

[Corrective Action] Provide adequate water pressure.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations:

Observed water leak at the drain pipe under the prep sink.

[Corrective Action] Repair to stop the leak.

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

Inspector Observations:

1. Observed paint peeling from the walls and doors inside the walk-in freezer.

[Corrective Action] Maintain walls in good condition. Recommend removing remaining paint.

2. Damaged floors observed throughout kitchen especially at 3 compartment sink and cookline.

[Corrective Action] Maintain floors in good condition.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
tendon, flank	3 door prep cooler	41.00 Fahrenheit	
flank	3 door undercounter display cooler	38.00 Fahrenheit	service area
rare beef	3 door undercounter display cooler	41.00 Fahrenheit	dry storage room
half & half	2 door prep cooler	38.00 Fahrenheit	service area
bean sprouts	2 door open top prep cooler	40.00 Fahrenheit	service area
meat balls, shrimp	walk-in cooler	37.00 Fahrenheit	
chlorine sanitizer	dishwasher	50.00 PPM	
hot water	handwash sink	115.00 Fahrenheit	
hot water	3 compartment sink	125.00 Fahrenheit	
milk	2 door undercounter display cooler	41.00 Fahrenheit	service area

Overall Comments:

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 **8/21/2026**. 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: Chi Thao
person in charge
Signed On: August 07, 2026