

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 FA0281433 - PHO HA NOI		Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 06/09/2025
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14		Owner Name HANOI BISTRO INC	Inspection Time 10:35 - 11:35
Inspected By HENRY LUU	Inspection Type FOLLOW-UP INSPECTION	Consent By AMY	

Placard Color & Score GREEN N/A
--

Comments and Observations

Major Violations

Cited On: 06/04/2025

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

Compliance of this violation has been verified on: 06/09/2025

Cited On: 06/04/2025

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Compliance of this violation has been verified on: 06/09/2025

Cited On: 06/04/2025

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

This violation found not in compliance on 06/09/2025. See details below.

Cited On: 06/09/2025

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: Sanitizer concentration on the mechanical dish machine in the main kitchen measured at 0 PPM during active ware washing.

Follow-up By
06/11/2025

[CA] Maintain chlorine in mechanical warewash machine at 50 PPM.

[SA] Temporarily utilize the three-compartment sink for manual ware washing until mechanical dish machine is repaired.

- 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] Instructed employee to rewash and sanitize already washed utensils and equipment.

Minor Violations

Cited On: 06/09/2025

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 ware wash sink measured at 107F.

[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.

Cited On: 06/09/2025

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

OFFICIAL INSPECTION REPORT

Facility FA0281433 - PHO HA NOI	Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 06/09/2025
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO INC	Inspection Time 10:35 - 11:35

Inspector Observations: Ambient temperature of the food preparation refrigerator across from the soup preparation line measured at 47F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Investigate cause and repair in an approved manner.

Measured Observations

Item	Location	Measurement	Comments
Cooked flap meat	Walk-in refrigerator	41.00 Fahrenheit	
Raw marinated beef short rib	Drawer refrigerator - grill	41.00 Fahrenheit	
Beef soup	Cook line	207.00 Fahrenheit	
Cooked beef tendon	Walk-in refrigerator	41.00 Fahrenheit	
Raw beef	Food preparation refrigerator - cook line	40.00 Fahrenheit	
Red rice	Rice warmer	147.00 Fahrenheit	
Sliced tomatoes	Drawer refrigerator - grill	41.00 Fahrenheit	
Beef balls	Food preparation refrigerator - cook line	41.00 Fahrenheit	

Overall Comments:

- On-site for a follow-up inspection after facility earned a conditional pass during a routine inspection on 6/4/2025.
- Facility has corrected the following:
 - K07M - Improper hot and cold holding temperatures:
 - PHF measured at 41F and below or at 135F and above.
 - PHF items measured above 41F or below 135F, according to employees were recently prepared and/or subjected to time as a public health control.
 - K08M - Improper using time as a public health control procedures & records:
 - At time of inspection, items subjected to time as a public health control (TPHC) were labeled with red stickers.
 - Observed non-PHF items and equipment labeled with red stickers as well.
 - Discussed with PIC, who also provided translation to employees in the kitchen, the proper usage for TPHC.
- The following violation was not corrected: K14M - food contact surfaces, unclean and unsanitized. See violation above.
- Facility has earned a green pass placard.
- Continue to address all other violations noted on previous inspection reports.

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 **6/23/2025**. 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: Annie H.
HR manager

Signed On: June 09, 2025