

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 FA0252306 - PHO HA NOI SAN JOSE		Site Address 10100 S DE ANZA BL, CUPERTINO, CA 95014		Inspection Date 03/10/2025		Placard Color & Score RED 74		
Program PR0367203 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO		Inspection Time 12:35 - 14:30			
Inspected By DENNIS LY		Inspection Type ROUTINE INSPECTION		Consent By VAN TRAN				FSC Van Tran 7/21/26

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	X			N
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						S
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		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		X
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		
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		
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

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: *Bags of spices are adulterated with 10+ rodent droppings on the bags. [CA] Food shall not be adulterated or contaminated by vermin.*

[COS] *Employee discarded the bags of spices.*

Follow-up By
03/11/2025

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *Fresh and old rodent droppings observed in the facility. Droppings observed on the dishwasher, on containers of sanitizer and detergents by the dishwasher, in different sections of the upstairs dry storage room, in boxes of dry foods, in box of single-use food containers/cups.*

[CA] *The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s). The food facility shall cease operation of the food facility immediately. The food facility shall remain closed until: there is no longer evidence of a vermin infestation; all contaminated surfaces have been cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborages have been resolved.*

Follow-up By
03/11/2025

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Improper handwashing observed by employee where hands were washed without the use of soap and did not remove disposable gloves. [CA] Employees shall properly wash hands using warm water, soap, and single-use paper towel prior to putting on disposable gloves.*

[COS] *Employee was stopped and asked to properly wash hands.*

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: *Chlorine sanitizer at the front dishwasher is measured at 25 ppm. [CA] Maintain chlorine in mechanical warewash machine at 50 PPM.*

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: *Gasket on reach-in cooler by the cook line is in disrepair. [CA] Replace or repair gasket on refrigeration units and maintain in good repair.*

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 on bottom seal of back door. [CA] Repair and eliminate any gaps, openings, or crevices in the facility that would allow vermin to enter the facility or harbor in the facility.*

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

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Measured Observations

Item	Location	Measurement	Comments
Pork	Drawer cooler	41.00 Fahrenheit	
Cooked beef	Removed from cook top	157.00 Fahrenheit	
Shrimp	Walk-in cooler	40.00 Fahrenheit	
Pork	Reach-in cooler	40.00 Fahrenheit	
Raw beef	Food prep unit	41.00 Fahrenheit	
Chlorine sanitizer	Dishwasher	50.00 Fahrenheit	
Raw beef	Reach-in cooler	40.00 Fahrenheit	
Rice	Walk-in cooler	41.00 Fahrenheit	
Chlorine sanitizer	Three compartment sink	100.00 PPM	
Shrimp	Food prep unit insert	40.00 Fahrenheit	
Beef	Food prep unit	66.00 Fahrenheit	Cooling
Beef	By cook line	116.00 Fahrenheit	TPHC
Pork	Reach-in cooler	39.00 Fahrenheit	
Chicken	Walk-in cooler	39.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
Cut tomatoes	Food prep unit insert	40.00 Fahrenheit	
Chlorine sanitizer	Dishwasher by front counter	25.00 PPM	
Chicken	Food prep unit insert	41.00 Fahrenheit	
Hot water	Three compartment sink	120.00 PPM	
Rice noodles	Prep table	63.00 Fahrenheit	TPHC
Bean sprouts	Food prep unit insert behind front counter	41.00 Fahrenheit	
Beef	Walk-in cooler	40.00 Fahrenheit	
Rice	By cook line	123.00 Fahrenheit	TPHC
Beef balls	Food prep unit insert	41.00 Fahrenheit	

Overall Comments:

Facility is CLOSED due to rodent infestation that has resulted in the contamination of food.

Facility and shall CEASE all food operations until there is no longer evidence of rodent infestation.

Facility shall:

- Clean and sanitize all affected areas.
- Discard any food that has been contaminated.
- Seal or repair areas of harborage (gaps, holes, or crevices)

Please contact the main office at 408-918-3400 or district specialist to schedule a follow-up inspection to re-open facility.

If a subsequent follow-up inspection is required, it will be billed \$298/hour, minimum one hour, during normal business hours (Mon - Fri 7:30am - 4:30pm), and \$645/hour, minimum two hours, during non business hours and subject to availability of an inspector.

***** 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. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.**

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CLOSURE / PERMIT SUSPENSION NOTICE

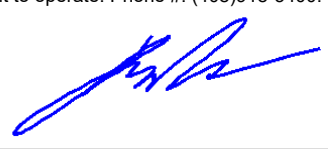
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 3/24/2025. 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.

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: Van Tran
Manager

Signed On: March 10, 2025