

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 FA0252416 - NAM GIAO RESTAURANT		Site Address 2066 TULLY RD, SAN JOSE, CA 95122		Inspection Date 04/01/2026	
Program PR0367405 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name QOLOR LLC		Inspection Time 13:00 - 15:30
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION		Consent By LINH	FSC Not Available	

Placard Color & Score
RED
59

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification			X				N
K02 Communicable disease; reporting/restriction/exclusion	X						
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						
K06 Adequate handwash facilities supplied, accessible			X				N
K07 Proper hot and cold holding temperatures		X					N
K08 Time as a public health control; procedures & records		X					N
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	X	
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		X
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

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

Inspector Observations: *Container of cooked pork knuckles hot holding in an inadequate hot water bath measured at 125F. Employee stated that a new batch was prepared about an hour prior and that item is usually used up within the hour.*

Follow-up By
04/08/2026

Numerous PHF items maintained inside the walk-in refrigerator to the right of the facility measured between 42F to 43F. Ambient temperature measured around 45F.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] Instructed employee to reheat pork knuckles to 165F prior to returning to hot hold at 135F. Instructed employee to add hot water to hot water bath.

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

Inspector Observations: *Food items subjected to time as a public health control (TPHC) were not labeled at time of inspection. Employees were observed running into the kitchen to complete time logs upon this Division's arrival.*

Follow-up By
04/08/2026

Items previously discussed with employees that are subjected to TPHC, tapioca dumplings, were found inside the walk-in refrigerator.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

PHF items subjected to TPHC shall not be returned to temperature control.

**** Repeat violation.**

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

Inspector Observations: 1. Observed Vermin:

Follow-up By
04/08/2026

- German cockroaches observed in the following areas:

- One live adult on floor underneath the mechanical dish machine.
- Dead adult carry egg sac on top of wall mounted shelf by the hand wash sink in the right side kitchen.

Cockroach was next to to-go containers.

- 10+ live and dead nymphs and juveniles observed in the crevices and on the underside of the dual electrical outlet cover above the food preparation sink and where containers of steamed rice cakes were maintained.

- Cockroach egg sac observed wedged between the right side stack of white plates on the wall mounted shelf above the one-compartment preparation sink

- 3+ adults with one carrying egg sac, and 10+ dead cockroaches observed on the bottom of the left side stack of white plates on the wall mounted shelf above the one-compartment preparation sink.

- Numerous dead cockroaches observed on wall along the compartment sinks on the right side kitchen.

- Dead cockroaches observed on sticky rat traps in the dry storage room, and along the dry storage wall behind the cashier area on the right side of the facility.

- Rodent droppings observed in the following areas:

- Left side kitchen:

- 10+ underneath the entire cook line.
- 10+ underneath the three-compartment sink and two-compartment sink.

- Right side kitchen:

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- 10+ underneath the ware washing line, especially at the corners.
- On floor behind the entire L-shaped cook line.
- On floor along the two-compartment, single-compartment sinks, to the mixer maintained on the floor.
- On floor in the small dry storage room directly next to the walk-in refrigerator.
- On floor and on top of containers used to store prepackaged dry goods, herbs, and spices.

2. Photographs: Taken for documentation purposes.

3. Supervisor S. Lew was notified.

4. Notification: The person in charge during inspection, Linh, 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

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

Inspector Observations: Five-year Food Safety Certified (FSC) manager certificate unavailable for review. [CA] 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.

Employees' three-year food handler cards unavailable for review.

[CA] 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.

**** Repeat violation.**

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

Inspector Observations: The only hand wash sink in the kitchen to the right of the facility partially obstructed with container of water maintained inside the wash basin.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

[COS] Obstruction was removed by this Division to allow for hand washing.

**** Repeat violation.**

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Plate of roast pork and plate of cooked beef rib bone maintained inside the food preparation refrigerator cooling kept tightly covered with plastic wrap. Both items measured at 90F. Employee stated items were prepared at noon, approximately one hour and thirty minutes prior.

Container of cooked beef brisket maintained inside the walk-in refrigerator cooling kept tightly covered. Item measured at 95F and was also prepared approximately one hour and thirty minutes prior.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F or below within 2 hours and from 70°F to 41°F or below within an additional 4 hours. When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

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: Bags of food maintained directly on the floor inside the walk-in freezer.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

Observed newspaper used to cover containers of herbs.

[CA] All food shall be separated and protected from possible contamination. Discontinue the use of newspaper.

Utilize food grade wraps or paper towels.

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: Leaky faucet observed at the preparation sink at the right side kitchen.

[CA] All plumbing and plumbing fixtures shall be installed in compliance with applicable local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and 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: Numerous unused refrigerators and equipment maintained inside the facility.

[CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.

Employees personal belongings observed stored in areas of food preparation, food storage, and/or food contact surfaces: employee personal purse and cellphone maintained inside the unused hot holding display unit above dried rice paper wraps, purses maintained on food containers.

[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

Rear door of the facility maintained ajar during inspection.

[CA] Keep back door closed at all times to prevent the entrance and harborage of vermin.

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

Inspector Observations: Missing wall panel above the walk-in refrigerator.

[CA] Repair holes in structure and maintain in good repair to prevent pest harborage.

Heavy accumulation of grease and grime on floors at both kitchen cook line.

[CA] Walls and/or floors in food preparation area shall be kept clean. Regularly clean under equipment to prevent accumulation of debris.

Performance-Based Inspection Questions

- Needs Improvement - Time as a public health control; procedures & records.
- Needs Improvement - Adequate handwash facilities: supplied or accessible.
- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Demonstration of knowledge; food manager certification.

Measured Observations

Item	Location	Measurement	Comments
Soup	Walk-in refrigerator	41.00 Fahrenheit	Right side kitchen
Soup	Walk-in refrigerator	41.00 Fahrenheit	Left side kitchen
Hot water	Two-compartment sink	126.00 Fahrenheit	Right side kitchen
Bean sprouts	Walk-in refrigerator	40.00 Fahrenheit	Left side kitchen
Cooked fish	Food preparation refrigerator	37.00 Fahrenheit	
Spicy beef soup	Hot holding	192.00 Fahrenheit	
Cooked beef brisket	Food preparation refrigerator	38.00 Fahrenheit	
Cooked beef tendon	Hot holding	174.00 Fahrenheit	
Chlorine sanitizer	Mechanical dish machine	50.00 PPM	Right side kitchen
Braised shrimp	Food preparation refrigerator	41.00 Fahrenheit	
Cooked shrimp	Food preparation refrigerator	39.00 Fahrenheit	
Cooked fish cake	Food preparation refrigerator	35.00 Fahrenheit	
Cooked pork blood	Hot holding	167.00 Fahrenheit	
Roast pork	Food preparation refrigerator	38.00 Fahrenheit	

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Overall Comments:

- Facility is hereby closed due to evidence of a vermin infestation.
- Facility is to immediately cease and desist all operations.
 - Facility is prohibited from all food service activities which include, but not limited to: preparation, service, handling, distribution, and sale.
- Facility shall remain closed until vermin infestation is completely abated and authorization is provided by this Division.
- Facility shall:
 - Provide pest control report from a licensed pest control company that indicates the type of control measures taken and that the facility has been treated.
 - Eradicate all live and dead rodents and insects from the facility.
 - Clean and sanitize the affected area(s) and equipment.
 - Dispose of all food items that have been adulterated/contaminated.
 - Seal holes (e.g. in walls and ceilings, repair covered base), and entryways (e.g. weather-stripping around doors); keep exterior doors closed; screen openable windows.
 - Eliminate harborage inside and outside of the facility - remove unused/cast-off equipment, contributory vegetation, etc.)
 - Eliminate food and water sources inside and outside the facility.
 - Properly store items (e.g. at least 6 inches above floor in sealed rodent-proof/insect-proof containers; organize overly packed and disorganized storage areas).
 - Properly store and dispose of garbage and other waste (e.g. bagged wastes, keep dumpster lids closed, frequent removal).
- ** Please note that pest control treatments for rodents or insects may require a sufficient amount of contact time for these to be effective. Consult with pest control company for guidelines on eliminating harborage, entryways, and food/water sources.
- Subsequent follow-up inspection after first follow-up shall be billed \$282/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 for a minimum of two hours, during non-business hours, and upon inspector availability.
- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.
- 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-inspection(s) charged at the current hourly rate approved by the 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.

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 4/15/2026. 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.

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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: Quynh
Manager

Signed On: April 01, 2026