

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 FA0250920 - PHO HOA & JAZEN TEA		Site Address 3147 MISSION COLLEGE BL, SANTA CLARA, CA 95		Inspection Date 09/18/2025	
Program PR0364165 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name SILICON VALLEY RESTAURA		Inspection Time 09:55 - 12:25
Inspected By THAO HA	Inspection Type ROUTINE INSPECTION		Consent By TOMMY LE	FSC Tuan Le 01/04/2028	

Placard Color & Score
GREEN
87

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						
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly	X						S
K06 Adequate handwash facilities supplied, accessible			X	X			
K07 Proper hot and cold holding temperatures		X		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						S
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	X	
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		
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		
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: MAJOR:

1) *Prep cooler across from cookline measured to have:*

- Sliced chicken at 51F
- Sliced cooked brisket at 51F
- Tendon at 55F
- Rice noodles at 50F
- Sliced chicken (inside reach in portion) at 49F
- Fried tofu at 50F
- Ambient temperature at 49F
- Cooked duct at 53F.
- Cooked shrimp at 63F (per employee shrimp was cooked within the last hour)

Per employee prep cooler is kept empty over night and was stocked from walk in cooler prior to opening within the last 30-40 minutes.

2) *Bean sprouts measured to have been 56F. Bean sprouts in ice bath with not enough ice.*

3) *Side cookline prep cooler inserts measured to have:*

- Cut tofu at 50F
- Cut tomatoes at 52F (per employee tomatoes were cut within the last 15 minutes)
- Bean sprouts at 53F
- Sliced cooked chicken at 53F

PHFs in cookline prep cooler inserts observed to be stocked on top of cold holding inserts. Inserts observed to be full of ice and all PHFs observed to be stocked on top of ice above the fill line. PHFs inside cooler reach in portion measured to be 39F and below.

MINOR:

4) *Milks in ice bath measured to be:*

- Coconut milk at 43F
- Milk at 42F
- Condensed milk at 48F

Ice bath observed to not have water. and all PHFs were sitting ontop of ice.

[CA] Keep PHFs at 41F and below for cold holding. Keep PHFs inside prep cooler fill line to keep PHFs cold. Ensure ice baths have enough ice and water to submerge sides of containers of PHFs.

[COS]

1) *All PHFs were returned to walk in cooler and PHFs left in prep unit cold inserts were labeled with time to be discarded within 4 hours. Facility has preexisting TPHC procedures and shall temporary add these PHFs to TPHC procedures until cooler is repaired. After about 1.5 hours cooler measured to be 45F.*

2) *Per employee bean sprouts were just stocked from walk in cooler in the last 30 minutes. More ice was added to bean sprouts containers and water measured to be 32F.*

3) *Per employee cooler was stocked about 1 hour prior. All ice was empty from the containers in cold holding insert and PHFs were placed directly into inserts. Any extra PHFs over the fill line was placed in reach in drawer portion of cooler.*

4) *Ice was added to ice bath at boba bar to keep ice water level to submerge sides of containers.*

Minor Violations

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

Follow-up By
09/22/2025

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Inspector Observations: Handwash sink in back kitchen by ice machine observed to be missing soap. Other fully stocked and functional handwash sink available in back kitchen area.

[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

[COS] Employee refilled soap.

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: Thawing shrimp observed on bottom of cart.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
Raw chicken	Walk in cooler	38.00 Fahrenheit	
Sliced chicken	Side cookline prep cooler	53.00 Fahrenheit	
Salmon	Side cookline prep (drawers)	36.00 Fahrenheit	
Rinse cycle	Upright dishwasher	0.00 Fahrenheit	
Half and half	Boba bar under the counter cooler	39.00 Fahrenheit	
Cut fruit	Boba Bar prep cooler	39.00 Fahrenheit	
Bean sprouts	Ice bath	56.00 Fahrenheit	
Sliced chicken	Walk in cooler	38.00 Fahrenheit	
Cut tomatoes	Side cookline prep cooler	52.00 Fahrenheit	
Milk	Boba bar ice bath	42.00 Fahrenheit	
Bean sprouts	Side cookline prep cooler	53.00 Fahrenheit	
Broth	Walk in cooler	38.00 Fahrenheit	
Cut tofu	Side cookline prep cooler	50.00 Fahrenheit	
Beans	Boba Bar prep cooler	58.00 Fahrenheit	Per employee just emptied from can stored at room temperature
Sliced brisket	Cookline prep cooler	51.00 Fahrenheit	
Sliced chicken	Cookline prep cooler (inside reach in portion)	49.00 Fahrenheit	
Sliced chicken	Side cookline prep (drawers)	39.00 Fahrenheit	
Condensed milk	Boba bar ice bath	48.00 Fahrenheit	
Ambient temperature	Cookline prep cooler	49.00 Fahrenheit	
Rice noodles	Cookline prep cooler	50.00 Fahrenheit	
Cooked shrimp	Cookline prep cooler	63.00 Fahrenheit	
Tendon	Cookline prep cooler	55.00 Fahrenheit	
Warm water	handwash sink	100.00 Fahrenheit	
Sliced chicken	Cookline prep cooler	51.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Cook duck	Cookline prep cooler	53.00 Fahrenheit	
Cooked pork bone	Walk in cooler	38.00 Fahrenheit	
Coconut milk	Boba bar ice bath	43.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Fried Tofu	Cookline prep cooler	50.00 Fahrenheit	

Overall Comments:

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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 **10/2/2025**. 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: Tommy Le
Manager

Signed On: September 18, 2025