

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 08/20/2026
Program PR0367203 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO	Inspection Time 18:00 - 18:15
Inspected By MAVERICK CHIN	Inspection Type LIMITED INSPECTION	Consent By KELVIN

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

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

Inspector Observations:

At the cook-line, poached chicken measured 70F, three hotel pans of rice measured between 71F and 72F, and two hotel pans of fried egg rolls measured between 70F and 71F. Per the manager, items had been cooked or removed from refrigeration 2 hours prior. Manager states that items are maintained out during dinner service, during which individual customer orders are portioned from the large containers and reheated prior to service.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

[COS] Instructed manager to return all aforementioned potentially hazardous foods to refrigeration.

Minor Violations

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

Observed dead American cockroach activity in the following locations:

- 1 dead cockroach on the floor in the kitchen, near the back door and warewashing area*
- 6+ dead cockroaches on a glue board and 3 dead on the floor in the upstairs storage room*
- 1 dead in between the bench seating at the upstairs area*

Observed no live cockroach activity.

Observed 10+ old rodent droppings on the floor in the upstairs storage area, and 3+ old droppings near the bench seating in the upstairs area.

Observed no evidence of contamination of food. Observed no evidence of rodent activity in the main kitchen area

Facility manager, Kelvin, provided the most recent pest control service report from Crane, conducted on 8/12/2026, which noted old rodent droppings and uncorrected structural deficiencies.

[CA] Clean and sanitize area of dead cockroaches or old droppings.

Continue to work with pest control.

Ensure all outstanding structural issues noted by pest control are corrected to prevent the harborage or intrusion of vermin into the facility.

Performance-Based Inspection Questions

N/A

Measured Observations

N/A

Overall Comments:

Limited inspection conducted in conjunction with complaint investigation CO0160633.

A follow-up inspection will be conducted to ensure that facility is free of vermin activity.

OFFICIAL INSPECTION REPORT

Facility FA0252306 - PHO HA NOI SAN JOSE	Site Address 10100 S DE ANZA BL, CUPERTINO, CA 95014	Inspection Date 08/20/2026
Program PR0367203 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO	Inspection Time 18:00 - 18:15

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 **9/3/2026**. 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: Kelvin
Manager
Signed On: August 20, 2026