

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 FA0202350 - PHO HA NOI		Site Address 1228 S ABEL ST, MILPITAS, CA 95035	Inspection Date 03/19/2026
Program PR0305402 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14		Owner Name HANOI BISTRO INC	Inspection Time 12:55 - 14:20
Inspected By MINDY NGUYEN	Inspection Type FOLLOW-UP INSPECTION	Consent By TRANG	

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

Cited On: 03/16/2026

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Compliance of this violation has been verified on: 03/19/2026

Cited On: 03/16/2026

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

This violation found not in compliance on 03/19/2026. See details below.

Cited On: 03/16/2026

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

This violation found not in compliance on 03/19/2026. See details below.

Cited On: 03/19/2026

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

Inspector Observations: Observed raw bean sprouts in plastic bags inside a cardboard box at ambient room temperature. Sprouts measured 65F and lacked time-marking. PIC stated the sprouts are usually on TPHC, and had been held since 10:30am (less than 3 hours prior).

[CA] When using TPHC, foods must be IMMEDIATELY time-labeled.

[SA] PIC time-marked sprouts with a red dot sticker to be discarded by the 4-hour time mark.

Cited On: 03/16/2026

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Compliance of this violation has been verified on: 03/19/2026

Minor Violations

Cited On: 03/19/2026

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Inside the right large prep unit near the cookline: measured internal temperatures of multiple cooked meats inside prep inserts to be 45 -47F. The large lids were observed to be open. Ambient temperature of lower section measured 41F.

Inside the left small prep unit near the cookline: measured internal temperatures of sliced tomatoes and cooked meat to be 47F. Ambient temperature of lower section measured 55 - 60F.

PIC stated all foods had been stored in these units since 10:30am today.

[CA] Keep potentially hazardous foods at 41F and below or 135F and above.

[COS] The large prep unit's lids were closed to maintain cold temperatures during lunch rush. PHFs in the small prep unit were moved to a different refrigerator.

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K35 - 2 Points - Equipment, utensils - Unapproved, unclear, 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

This violation found not in compliance on 03/19/2026. See details below.

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Inspector Observations: The small prep unit near the cookline was still unable to keep foods at 41F and below.

[CA] Repair/adjust unit until it can keep foods at 41F and below even during busy times. Do not store PHFs in this unit until it is repaired.

Measured Observations

Item	Location	Measurement	Comments
RAW BEAN SPROUTS	PLASTIC BAGS IN CARDBOARD BOX, PREP AREA	65.00 Fahrenheit	
COOKED MEATS, SLICED TOMATOES	LEFT SMALL PREP UNIT NEAR COOKLINE	47.00 Fahrenheit	
COOKED MEATS	WALK-IN REFRIGERATOR	41.00 Fahrenheit	
COOKED SLICED MEATS	LARGE PREP UNIT INSERTS	45.00 Fahrenheit	45-47F

Overall Comments:

This was a follow-up to the 3/16/26 routine inspection. Observed one major TPHC violation, and minor violations related to food temperatures and equipment. No violations related to handwashing or cooling were observed.

Due to the observation of only one major violation, the yellow placard was replaced with a green placard. OK to operate. Report was emailed to PIC during the inspection.

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 **4/2/2026**. 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: Trang Nguyen
Leader

Signed On: March 19, 2026