

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 FA0211170 - THIEN THANH FOOD SERVICE		Site Address 921 OAKLAND RD, SAN JOSE, CA 95112		Inspection Date 08/25/2025		Placard Color & Score YELLOW 58		
Program PR0304217 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name NGUYEN, THUC		Inspection Time 10:05 - 12:05			
Inspected By MINDY NGUYEN		Inspection Type ROUTINE INSPECTION		Consent By LAN				FSC CARLIN LE 07/06/2026

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		X			N
K07	Proper hot and cold holding temperatures			X				
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods			X				N
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		X			N
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		X
K40	Wiping cloths: properly used, stored		X
K41	Plumbing approved, installed, in good repair; proper backflow devices		
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned		X
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		

OFFICIAL INSPECTION REPORT

Facility FA0211170 - THIEN THANH FOOD SERVICE	Site Address 921 OAKLAND RD, SAN JOSE, CA 95112	Inspection Date 08/25/2025
Program PR0304217 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name NGUYEN, THUC	Inspection Time 10:05 - 12:05
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

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

Inspector Observations: 1) Observed employee picked up large cardboard box of cabbage from the floor while handling the box from the bottom, then proceeded to prepare foods. Specialist intervened and asked employee to wash her hands. Employee discarded her glove and tried to put on new gloves without washing her hands. Specialist intervened again and instructed employee to wash hands at the handsink.

Follow-up By
08/28/2025

2) Observed another employee wiped her nose with a napkin, then proceeded to try to handle clean dishes on a shelf. Specialist intervened and asked employee to wash her hands. Employee stated she had washed her hands in the restroom beforehand, and went to get new gloves. Specialist intervened again and instructed employee to wash her hands before getting new gloves.

[CA] Employees must wash hands in a kitchen handsink after contaminating hands and beginning food prep. Employees must use handsink in the kitchen.

[COS] Both employees were observed to wash their hands in the kitchen with soap and water.

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Observed the paper towel dispenser in the restroom was empty.

Follow-up By
08/28/2025

[CA] Keep the paper towel dispenser stocked at all times.

[SA] A paper towel roll was placed on top of the toilet; PIC stated they did not have the key to open the paper towel dispenser.

K14 - 8 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: Observed employee skipped sanitization step when washing dishes (employee washed dishes with soap and water, then placed them on the prep counter for use). Employees could not immediately locate bottle of sanitizer (PIC later found bottle of bleach on a shelf near the entrance of the facility).

Follow-up By
08/28/2025

[CA] Dishes must be washed, rinsed, SANITIZED, then allowed to air-dry. Sanitizer must measure 100ppm chlorine or 200ppm quaternary ammonia, or per manufacturer directions. Dishes must be fully submerged in sanitizer for at least 30 seconds (if using chlorine).

[COS] Employees set up sanitizer solution of 100ppm in the left compartment of the 3-compartment sink and sanitized dishes.

Minor Violations

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

Inspector Observations: Inside the walk-in refrigerator: measured internal temperature of raw fish to be 48F. PIC stated she had thawed and prepped the fish at 10am (approximately 1 hour prior). Ambient temperature of walk-in refrigerator measured 45F (see K35 below).

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

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

OFFICIAL INSPECTION REPORT

Facility FA0211170 - THIEN THANH FOOD SERVICE	Site Address 921 OAKLAND RD, SAN JOSE, CA 95112	Inspection Date 08/25/2025
Program PR0304217 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name NGUYEN, THUC	Inspection Time 10:05 - 12:05

Inspector Observations: *Throughout the kitchen and inside the walk-in refrigerator: observed foods cooling while covered, and/or in thick layers approximately 5-6inches tall.*

[CA] *Whenever food has been prepared or heated so that it becomes PHF, it shall be rapidly cooled:*

- *From 135°F to 70°F in 2 hours, AND*
- *From 70°F to 41°F in 4 hours*

Potentially hazardous foods must be rapidly cooled using one or more of the following methods:

- *Placing the food in shallow pans*
- *Separating the food into smaller or thinner portions*
- *Using rapid cooling equipment*
- *Using containers that facilitate heat transfer*
- *Adding ice as an ingredient*
- *Using ice paddles*
- *Inserting appropriately designed containers in an ice bath and stirring frequently*

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: *1) Measured ambient temperature of walk-in refrigerator to be 45F after a metal probe thermometer was left inside with the door closed for over 30 minutes.*

[CA] *Repair/adjust walk-in refrigerator so that it can keep foods at 41F and below.*

[COS] *Employee adjusted temperature setting for walk-in. Ambient temperature was re-measured to be 41F after approximately 10 minutes. Continue to closely monitor food temperatures.*

Note: *PIC stated no foods had been stored inside the walk-in for 4 hours.*

2) Observed metal bowl was used as scoop in bulk food bin. In another container, observed scoop handle was submerged in food.

[CA] *Use approved scoops with handles. Store scoops so that the handles are not in contact with food.*

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: *A metal probe thermometer was not available upon request.*

[CA] *Obtain a metal probe thermometer to measure internal food temperatures (especially to monitor cooling).*

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: *Observed multiple soiled wiping cloths stored directly on the prep counter.*

[CA] *Store wiping cloths in sanitizer solution when not in use.*

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: *Observed the restroom door was propped open and lacked a self-closing device.*

[CA] *Install a self-closing device on the restroom door. *REPEAT VIOLATION**

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: *Observed employee's purse and Advil container on shelf among food and over clean food collanders/containers.*

[CA] *Store personal belongings below and away from food/clean food containers.*

OFFICIAL INSPECTION REPORT

Facility FA0211170 - THIEN THANH FOOD SERVICE	Site Address 921 OAKLAND RD, SAN JOSE, CA 95112	Inspection Date 08/25/2025
Program PR0304217 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name NGUYEN, THUC	Inspection Time 10:05 - 12:05

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

Inspector Observations: 1) Observed unapproved flooring material in entryway and kitchen; material appeared to have a slight "woven" texture. Observed accumulation of dark grime/dirt on flooring.

[CA] Install approved flooring material. Recommend consulting Plan Check and bringing in a material sample to the office for approval.

2) Observed food debris/grease on walls in kitchen.

[CA] Keep walls clean.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.
Needs Improvement - Hands clean/properly washed/gloves used properly.
Needs Improvement - Proper cooling methods.
Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
VEGETABLES, GARLIC	UPRIGHT REFRIGERATOR	41.00 Fahrenheit	
COOKED MELON	WALK-IN REFRIGERATOR	80.00 Fahrenheit	COOLING
CHLORINE	3-COMPARTMENT SINK	100.00 PPM	
TO-GO MEALS	FRONT GLASS DOOR REFRIGERATOR	36.00 Fahrenheit	
COOKED PORK	WALK-IN REFRIGERATOR	120.00 Fahrenheit	COOLING, ONE HOUR
HOT WATER	3-COMPARTMENT SINK, 2-COMPARTMENT SINK	120.00 Fahrenheit	
BROTH	UPRIGHT REFRIGERATOR	41.00 Fahrenheit	
RAW FISH	WALK-IN REFRIGERATOR	48.00 Fahrenheit	

Overall Comments:

A follow up inspection will be conducted to assess the major violations listed above. The first follow-up is free of charge. Any additional follow-up inspection(s) shall each be billed \$298/hr during business hours. Failure to comply may result in enforcement action. Please call Mindy Nguyen at (408) 918-3490 if there are any changes or updates.

Note: facility was observed to be cooking and cooling multiple foods (meats, vegetables). Upon review, facility may be upgraded to Risk Category 3.

Facility did not have a designated handsink in the kitchen (soap and paper towel dispensers were set up at the 2-compartment sink and mop sink). If more handwashing violations are observed in the future, the facility may be required to install a handsink. Consult Plan Check before installing any new sinks/equipment.

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 **9/8/2025**. 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.

OFFICIAL INSPECTION REPORT

Facility FA0211170 - THIEN THANH FOOD SERVICE	Site Address 921 OAKLAND RD, SAN JOSE, CA 95112	Inspection Date 08/25/2025
Program PR0304217 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name NGUYEN, THUC	Inspection Time 10:05 - 12:05

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: Lan Tran
Manager

Signed On: August 25, 2025