

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 FA0306643 - PHO HA NOI STORAGE	Site Address 969 STORY RD 6030, SAN JOSE, CA 95122	Inspection Date 06/09/2025
Program PR0450003 - LIMITED FOOD SERVICE CAT 2 - FP76	Owner Name HANOI BISTRO INC	Inspection Time 11:35 - 12:30
Inspected By HENRY LUU	Inspection Type FOLLOW-UP INSPECTION	Consent By AMY

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

Cited On: 06/04/2025

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

Compliance of this violation has been verified on: 06/09/2025

Cited On: 06/04/2025

K15 - 8 Points - Food not obtained from approved source; 113980, 113982, 114021-114031, 114041

This violation found not in compliance on 06/09/2025. See details below.

Cited On: 06/09/2025

K15 - 8 Points - Food not obtained from approved source; 113980, 113982, 114021-114031, 114041

Inspector Observations: At time of inspection, observed numerous boxes of frozen beef bones maintained out in ambient temperature. Employee stated that bones were delivered in the morning and is currently thawing prior to being used for preparation of soup at FA0281433.

Facility is currently permitted as FP76 - commercially prepackaged food, only.

[CA] Food must be from an approved source or properly documented.

Facility is to immediately cease and desist ALL food preparation within facility.

[COS] Cases of beef bones were removed immediately to be used for preparation.

**** Note: 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.**

Cited On: 06/04/2025

K18 - 8 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

Compliance of this violation has been verified on: 06/09/2025

Minor Violations

Cited On: 06/09/2025

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: Hot water at the hand wash sink inside the restroom measured at 74F.

[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

Cited On: 06/09/2025

K48 - 2 Points - Plan review unapproved; 114380

OFFICIAL INSPECTION REPORT

Facility FA0306643 - PHO HA NOI STORAGE	Site Address 969 STORY RD 6030, SAN JOSE, CA 95122	Inspection Date 06/09/2025
Program PR0450003 - LIMITED FOOD SERVICE CAT 2 - FP76	Owner Name HANOI BISTRO INC	Inspection Time 11:35 - 12:30

Inspector Observations: Facility has removed a hand wash sink outside of the walk-in refrigerators and in place, installed a sink with a integral preparation table.

Sink with integral preparation table has not been approved.

[CA] A person proposing to build or remodel a food facility shall submit plans and specifications for review and shall receive plan approval prior to starting any new construction or remodeling. Contact DEH at 408-918-3400 or at www.ehinfo.org to obtain plan check requirements.

- Facility is to remove sink with integral table and reinstall hand wash sink as it was previously approved.

Measured Observations

Item	Location	Measurement	Comments
Packaged pork	Walk-in refrigerator	39.00 Fahrenheit	
Raw shelled eggs	Walk-in refrigerator	40.00 Fahrenheit	
Packaged beef	Walk-in refrigerator	40.00 Fahrenheit	

Overall Comments:

- On-site for a follow-up inspection after facility earned a conditional pass during a routine inspection on 6/4/2025.

- Facility has corrected the following:

- K06M - Inadequate handwash facilities; supplied or accessible:

- Hand wash sink observed easily accessible and stocked with hand soap and paper towels.

- Warm water not provided at hand wash sink inside restroom. See violation K21m above.

- K18M - Non-compliance with variance/ROP/HACCP Plan:

- At time of inspection, all reduced-oxygen packaged PHF items have been removed.

- The following violation have not been corrected: K15

- Facility has earned a green pass placard.

- Continue to address all other violations noted on previous inspection reports.

***** Note:**

- Facility's permit will be upgraded from FP76 - commercially prepackaged food <1000 sq ft (no food preparation) to FP06 - no food prep <5000 sq ft.

- Review of facility's previously submitted plans showed square footage of the facility larger than 1000 sq ft.

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 **6/23/2025**. 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: Annie H.
HR manager

Signed On: June 09, 2025