

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 FA0207170 - PHO HOA RESTAURANT @ 1834		Site Address 1834 TULLY RD, SAN JOSE, CA 95122		Inspection Date 05/10/2022	
Program PR0303403 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name AUREFLAM CORP		Inspection Time 13:30 - 15:00
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By RICHARD	FSC Richard Wong 09/20/2023		

Placard Color & Score

YELLOW

72

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification	X						S
K02 Communicable disease; reporting/restriction/exclusion	X						S
K03 No discharge from eyes, nose, mouth	X						S
K04 Proper eating, tasting, drinking, tobacco use			X				
K05 Hands clean, properly washed; gloves used properly	X						
K06 Adequate handwash facilities supplied, accessible			X				
K07 Proper hot and cold holding temperatures		X		X			N
K08 Time as a public health control; procedures & records		X		X			N
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						
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		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		
K44 Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		
K45 Floor, walls, ceilings: built, maintained, clean		X
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: Multiple PHF items maintained out in ambient temperature measured above 41F.
 - Half filled container of popcorn chicken maintained across from the deep fryer measured at 68F.
 - Container of beef balls maintained at the pho preparation table measured at 83F.
 - Flat of raw shelled eggs maintained on the bottom shelf of the preparation table measured at 69F with IR.
 - Container of whole beef brisket maintained out in ambient temperature behind the meat slicer measured at 57F.
 Per manager, all items are maintained out for one to two hours during the lunch rush and will be returned into the refrigerator to cool.

Follow-up By
05/12/2022

[CA] PHFs shall be held at 41°F or below or at 135°F or above. Use only small portions of food during preparation so that it does not exceed the maximum amount of time allowed for diligent prep. [COS] Employees returned all food items into the preparation refrigerator and/or walk-in refrigerator to cool.

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

Inspector Observations: Multiple PHF items subjected to TPHC maintained at the preparation table did not have any documentation or record of time.

Follow-up By
05/12/2022

Written procedures for TPHC were unavailable for review.

Employee observed returning food items subjected to TPHC into the walk-in refrigerator to maintain temperature and/or immediately cool.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within four hours, and written procedures shall be readily available for review. PHFs utilizing TPHC shall not be returned to temperature control and shall be discarded after four hours. Provide written procedures and time marking for PHFs utilizing TPHC. Maintain written procedures at facility. [COS] Manager returned food items subjected to TPHC to preparation table from the walk-in refrigerator and provided time for the items.

TPHC procedural form will be emailed to operator.

Minor Violations

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: Employee observed eating on preparation table across from two-compartment food preparation sink. [CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area.

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

Inspector Observations: Paper towel dispenser at the Jazen tea area is inoperable. Paper towel roll was maintained outside across from the hand washing sink.

Men's restroom lacked hand soap.

[CA] Ensure all hand washing stations have warm water, hand soap, and paper towels readily available. Maintain paper towels inside their dispensers.

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

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Inspector Observations: Multiple tubs of frozen meats maintained out in ambient temperature. Per manager, meats are defrosting. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70F 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.

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

Inspector Observations: Wiping cloths maintained out on counters. [CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

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

Inspector Observations: Multiple broken and/or missing floor tiles directly in front of the three-compartment sink. [CA] Replace broken floor tiles with a smooth and of durable construction and nonabsorbent material that is easily cleanable.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.
Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
Cooked grilled pork	Walk-in refrigerator	39.00 Fahrenheit	
Milk	Walk-in refrigerator	38.00 Fahrenheit	
Cooked beef flank	Preparation refrigerator	41.00 Fahrenheit	
Cooked red bean	Preparation refrigerator	38.00 Fahrenheit	Jazen tea
Hot water	Preparation sink	123.00 Fahrenheit	Jazen tea
Beef brisket	Preparation refrigerator	41.00 Fahrenheit	
Chlorine sanitizer	Mechanical ware wash	50.00 PPM	
Popcorn chicken	Three-door upright refrigerator	39.00 Fahrenheit	
Raw beef slices	Preparation refrigerator	33.00 Fahrenheit	
Beef rib bone	Walk-in refrigerator	41.00 Fahrenheit	
Milk	Preparation refrigerator	40.00 Fahrenheit	Jazen tea
Cooked beef tripe	Preparation refrigerator	41.00 Fahrenheit	
Hot water	Three-compartment sink	151.00 Fahrenheit	
Pho broth	Stove	209.00 Fahrenheit	Hot holding
Cooked shrimp	Walk-in refrigerator	39.00 Fahrenheit	

Overall Comments:

Two or more major violations were observed during the inspection. A follow-up inspection will be conducted to verify compliance of all major violations. Subsequent follow-up inspection after first follow-up shall be billed \$219 per hour during normal business hours, and \$493 per hour during non-business hours, and upon inspector availability.


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 **5/24/2022**. 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.

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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: Richard Wong
Manager

Signed On: May 10, 2022