

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 FA0213307 - EAT MORE PHO		Site Address 1066 E EL CAMINO REAL, SUNNYVALE, CA 94087		Inspection Date 10/27/2025	
Program PR0300416 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name EAT MORE PHO		Inspection Time 14:40 - 17:15
Inspected By SUKHREET KAUR	Inspection Type ROUTINE INSPECTION	Consent By YEN	FSC YEN NGUYEN 6/28/2030		

Placard Color & Score
GREEN
80

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						
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		
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		
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		X
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
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		X
K45	Floor, walls, ceilings: built, maintained, clean		
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

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K48 Plan review		X
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: Measured bean sprouts at 64 F at prep counter near cook line. Per PIC, bean sprouts were taken out of refrigerator around 2 PM.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] PIC added ice in the bean sprout container for cooling.

Minor Violations

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

Inspector Observations: Measured tomato rice at 46F in two door refrigerator in two small closed bags. Per PIC, rice was cooked at 12 PM and was portioned in bags to cool down after.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include:

- 1) Placing the food in shallow pans
- 2) Separating the food into thinner or smaller portions.
- 3) Using rapid cooling equipment (Ex. blast chiller)
- 4) Using containers that facilitate heat transfer (ex. stainless steel)
- 5) Adding ice as an ingredient.
- 6) Using ice paddles
- 7) Using an ice bath and stirring frequently
- 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] PIC opened the bags, added in ice bath and stored in two door refrigerator for rapid cooling.

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

Inspector Observations: Observed flies in new storage room for packaged food, utensils and to go containers.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: Observed milk crates being used to store open food items in walk in cooler.

[CA] Use approved equipment to store food items

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 a gap at bottom side of screen door near water heater and back door between two storage rooms is propped open.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

Keep back door closed at all times to prevent the entrance and harborage of vermin.

K48 - 2 Points - Plan review unapproved; 114380

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Inspector Observations: Observed the follow items installed without approval:

- new equipment at cookline to boil noodles
- new equipment for spring roll sheets
- new construction of storage room
- also there is unfinished work under front counters with exposed wood.

Follow-up By
11/21/2025

[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.

Provide plans to get approval for above items no later than 12/21/25

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
Tomato rice	Two door refrigerator	46.00 Fahrenheit	Cooling in closed bags
Cooked tendon meat	Walk in cooler	40.00 Fahrenheit	
Beef bone	Walk in cooler	74.00 Fahrenheit	cooling
Tomato rice	Hot holding	139.00 Fahrenheit	
Broth	Hot holding on burner	140.00 Fahrenheit	
Beef	Top insert prep unit at cookline	41.00 Fahrenheit	
Milk	Single door refrigerator	41.00 Fahrenheit	
Spring rolls	Hot holding	145.00 Fahrenheit	
Water	Hand wash sink	100.00 Fahrenheit	
Bean sprouts	On counter near cook line	64.00 Fahrenheit	Ice added as ingredient
Chlorine	Dish machine	50.00 PPM	
Cooked pork	Under counter refrigerator	41.00 Fahrenheit	
Milk	Front beverage under counter refrigerator	41.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	

Overall Comments:

Provide plans for unapproved equipment and storage room by 11/21/25.

Contact Department of Environmental Health Plan Check at (408) 918-3400 to schedule inspection for installation of three compartment sink.

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 **11/10/2025**. 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: YEN NGUYEN
OWNER

Signed On: October 27, 2025