

# 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 FA0208182 - PHO 21		Site Address 2569 S KING RD C9, SAN JOSE, CA 95122		Inspection Date 09/09/2024	
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO LIME LLC		Inspection Time 15:10 - 16:40
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION		Consent By TONY	FSC Tuyen T Vo 06/01/2025	

Placard Color & Score
<b>GREEN</b>
<b>80</b>

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification			X				N
K02 Communicable disease; reporting/restriction/exclusion	X						
K03 No discharge from eyes, nose, mouth	X						S
K04 Proper eating, tasting, drinking, tobacco use			X				N
K05 Hands clean, properly washed; gloves used properly	X						S
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures			X				N
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						
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	X	
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		X
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		
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

No major violations were observed during this inspection.

### Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

**Inspector Observations: Employees' three-year food handlers are expired.**

**[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.**

**\*\* Repeat violation.**

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

**Inspector Observations: Employee's opened beverage cup stored on meat slicer across from the food preparation sink.**

**[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages.**

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

**Inspector Observations: Numerous PHF items maintained inside the food preparation refrigerator measured between 44F to 49F.**

- Food preparation refrigerator lacked any type of cover to maintain cold holding temperature during down time.
- Observed cooling of PHF items at the top insert of the food preparation refrigerator.

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

- Discontinue cooling PHF items at the food preparation refrigerator.

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

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**Inspector Observations:** *Observed numerous PHF items cooling inside the walk-in refrigerator kept covered and/or tightly packaged.*

- *Portioned bowls of red rice.*
- *Portioned bowls of fried rice.*
- *Portioned cooked macaroni.*
- *Plastic containers of cooked white rice.*
- *Plastic bags of various types of proteins.*

*Observed cooked tendon cooling at the top insert of the food preparation refrigerator across from the cook line. Tendon measured at 94F .*

**[CA] Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F and below within 2 hours and from 70°F to 41°F and below within an additional 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.*

**Discontinue cooling items inside the food preparation refrigerator to prevent raising ambient temperature of refrigerator and surrounding food items.**

**\*\* Repeat violation.**

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

**Inspector Observations:** *Observed cooked beef balls thawing in tub of standing water. Employee was observed intermittently changing out the water with hot water from the food preparation sink.*

**[CA] 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.**

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K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

**Inspector Observations:** *Observed portioned raw beef stored on top of ready-to-eat food items. Bag of cooked beef balls observed with beef blood on the outside.*

**[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.**

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

**Inspector Observations:** *Facility lacks probe thermometer to measure food.*

**[CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.**

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

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**Inspector Observations:** *Heavy accumulation of grease and food debris on floors around the cook line, especially underneath cooking equipment.*

**[CA] Walls and/or floors in food preparation area shall be kept clean. Regularly clean under equipment to prevent accumulation of debris.**

## Performance-Based Inspection Questions

- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Demonstration of knowledge; food manager certification.
- Needs Improvement - Proper cooling methods.
- Needs Improvement - Proper eating, tasting, drinking, tobacco use.

## Measured Observations

Item	Location	Measurement	Comments
Cooked beef tendon	Walk-in refrigerator	40.00 Fahrenheit	
Cooked beef ball	Food preparation refrigerator	41.00 Fahrenheit	
Cooked ground pork	Crockpot	141.00 Fahrenheit	
Fried rice	Food preparation refrigerator	41.00 Fahrenheit	
Fried cornish hen	Deep fryer	167.00 Fahrenheit	
Cooked shrimp	Walk-in refrigerator	40.00 Fahrenheit	
Hot water	Three-compartment sink	126.00 Fahrenheit	
Quail eggs	Food preparation refrigerator	41.00 Fahrenheit	Top insert
Chlorine sanitizer	Mechanical dish machine	50.00 PPM	
Cooked beef tripe	Walk-in refrigerator	40.00 Fahrenheit	
Cooked rice	Rice cooker	162.00 Fahrenheit	
Cooked macaroni	Food preparation refrigerator	41.00 Fahrenheit	

## Overall Comments:

- **A routine inspection was conducted in response to a complaint investigation requiring a follow-up inspection.**
- **K23 - Observed rodents, insects, birds, or animals:**
  - **At time of inspection, no signs of vermin was observed.**
  - **Holes, gaps, cracks, and/or crevices have been sealed.**
  - **Facility was serviced by pest control company on 8/27/2024. Pest control report was provided upon request.**
  - **Continue to clean and maintain facility to prevent harborage of vermin.**

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 **9/23/2024**. 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: Tony  
PIC  
Signed On: September 09, 2024