

# 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 FA0213395 - PHO QUEEN NOODLE HOUSE		Site Address 1133 TASMAN DR, SUNNYVALE, CA 94089		Inspection Date 10/21/2020	
Program PR0306332 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name DANG, NANCY		Inspection Time 14:00 - 14:45
Inspected By MOJGAN KAZEMI	Inspection Type ROUTINE INSPECTION		Consent By YING LIU	FSC YING LIU 09/19/2021	

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						
K02 Communicable disease; reporting/restriction/exclusion	X						S
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		X			S
K07 Proper hot and cold holding temperatures			X				
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						S
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	X	
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		
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		
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

### Social Distancing Protocol

01 - Signage Violation

**Inspector Observations: Updated "Visitor Information" sign not posted [CA] Submit social distance protocol at [www.covid19prepared.org](http://www.covid19prepared.org) within 24 hours. Print the "Visitor Information" page and post at the entrance of the facility.**

**Updated "COVID-19 Prepared" sign not posted [CA] Submit social distance protocol at [www.covid19prepared.org](http://www.covid19prepared.org) within 24 hours. Print the "COVID-19 Prepared" page and post at the entrance of the facility.**

02 - Face Covering Violation

**Inspector Observations: Observed customers not wearing face coverings [CA] Face coverings are required by everyone inside the facility. Exceptions to the face coverings requirement include very young children, people for whom face coverings are medically inadvisable, or for communication by or with people who are hearing impaired. Face coverings may be removed to eat or drink, while seated at a table outdoors.**

03 - Social Distance Violation

**Inspector Observations: Updated social distance protocols was not submitted to public health [CA] Submit social distance protocol at [www.covid19prepared.org](http://www.covid19prepared.org) within 24 hours.**

04 - Clean and Sanitize Violation

**Compliance of this category has been verified.**

05 - General Violation

**Compliance of this category has been verified.**

### Major Violations

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

**Inspector Observations: LACK OF PAPER TOWELS AT KITCHEN HANDWASH SINK PAPER TOWEL DISPENSER. LACK OF SOAP AT DISPENSER AS WELL. SOAP NOTED BEING STORED INSIDE PREVIOUSLY USED HOT SAUCE PLASTIC CONTAINERS. [CA] ENSURE SOAP AND PAPER TOWELS ARE READILY AVAILABLE INSIDE DISPENSERS TO FACILITATE PROPER HAND WASHING. DISCONTINUE THE USE OF PREVIOUSLY USED FOOD CONTAINERS TO STORE LIQUID SOAP. [COS] DISPENSERS WERE RE-FILLED.**

### Minor Violations

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

**Inspector Observations: BEAN SPROUTS IN ICE MEASURED BETWEEN 47-49F. [CA] ENSURE ALL PHF ARE MAINTAINED AT OR BELOW 41F OR AT OR ABOVE 135F AT ALL TIMES. ICE TO QUICKLY COOL TO BELOW 41F.**

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

**Inspector Observations: CHLORINE TEST STRIPS ARE NOT READILY AVAILABLE AT THE TIME OF THIS INSPECTION. [CA] ENSURE CHLORINE TEST STRIPS ARE AVAILABLE TO MEASURE SANITIZER LEVELS AT MECHANICAL WAREWASH MACHINE AS WELL AS THREE COMPARTMENT WAREWASHING.**

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: PREP UNIT IS MEASURING 45F INTERNAL AMBIENT TEMPERATURE. [CA] ENSURE ALL COLD HOLDING UNITS ARE HOLDING AT OR BELOW 41F AT ALL TIMES.**

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

**Inspector Observations:** *LACK OF THERMOMETER AT TWO DOOR PREP UNIT ACROSS FROM COOKLINE. [C]A ENSURE AN INTERNAL THERMOMETER IS AVAILABLE AT ALL COLD HOLDING UNITS.*

## Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

## Measured Observations

Item	Location	Measurement	Comments
HOT WATER	RESTROOM	100.00 Fahrenheit	
HOT WATER	WAREWASH	120.00 Fahrenheit	
BEEF	REACH IN	40.00 Fahrenheit	
HOT WATER	FOOD PREP	120.00 Fahrenheit	
BEAN SPROUTS	ICE BATH	47.00 Fahrenheit	
HOT WATER	HANDWASH	100.00 Fahrenheit	
HOT WATER	JANITORIAL	120.00 Fahrenheit	
RICE	HOT HOLDING	138.00 Fahrenheit	
SHRIMP	ICE BATH	38.00 Fahrenheit	

## Overall Comments:

**POST SOCIAL DISTANCING PROTOCOL VISITOR INFORMATION GUIDE AND COVID-19 PREPARED CHECK MARK AT FACILITY ENTRANCE.**  
**WWW.COVID19PREPARED.ORG**

**SOCIAL DISTANCING PROTOCOL GUIDELINES WERE REVIEWED WITH OPERATOR AT THIS TIME.**

**THIS OFFICIAL INSPECTION REPORT WAS EMAILED TO A VERIFIED EMAIL PROVIDED BY THE OPERATOR.**

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 **11/4/2020**. 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:

<b>[CA]</b>	Corrective Action
<b>[COS]</b>	Corrected on Site
<b>[N]</b>	Needs Improvement
<b>[NA]</b>	Not Applicable
<b>[NO]</b>	Not Observed
<b>[PBI]</b>	Performance-based Inspection
<b>[PHF]</b>	Potentially Hazardous Food
<b>[PIC]</b>	Person in Charge
<b>[PPM]</b>	Part per Million
<b>[S]</b>	Satisfactory
<b>[SA]</b>	Suitable Alternative
<b>[TPHC]</b>	Time as a Public Health Control

<b>Received By:</b>	YING LIU
	REPORT EMAILED TO OPERATOR
<b>Signed On:</b>	October 21, 2020