

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 FA0278351 - PHO SAN JOSE		Site Address 1174 N CAPITOL AV, SAN JOSE, CA 95132	Inspection Date 09/11/2026
Program PR0420510 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		Owner Name THUYEN NGUYEN	Inspection Time 10:00 - 11:00
Inspected By FRANK LEONG	Inspection Type FOLLOW-UP INSPECTION	Consent By THUYEN NUGYEN	

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

Cited On: 09/10/2026

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

This violation found not in compliance on 09/11/2026. See details below.

Cited On: 09/11/2026

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: Towards the back of the kitchen area, observed storage of an open container of rice with a cockroach carapace in the container.

[CA] Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health and shall be immediately discarded.

[COS] Container of rice was VC&D due to contamination and adulteration.

Cited On: 09/10/2026

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

This violation found not in compliance on 09/11/2026. See details below.

Cited On: 09/11/2026

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: Observed two live cockroaches, including one on the upper shelving immediately to the left of the kitchen entrance doors, and one below the warewash machine. Observed a single dead cockroach underneath the ice machine. Observed open cracks, crevices, and holes in the facility.

1. Observed Vermin: Documented in the following areas

2. Supervisor Notified: Anjani Sircar

3. Notification: The person in charge during inspection, Thuyen Nguyen has been informed that the facility must close immediately.

[CA] The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. Seal all cracks, crevices, and holes in the facility to prevent further harborage. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.

2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

N/A

Measured Observations

N/A

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Overall Comments:

Follow-up inspection for closure due to vermin.

The following violation was not corrected:

K23M - Vermin

- **Observed two live cockroaches, including one on the upper shelving immediately to the left of the kitchen entrance doors, and one below the warewash machine.**
 - **Observed a single dead cockroach underneath the ice machine.**
 - **Towards the back of the kitchen area, observed storage of an open container of uncooked rice with a cockroach carapace in the container.**
 - **In the facility, observed large amounts of food and equipment stored in cardboard. At the warewash area, observed cardboard used to store clean food container lids.**
 - **At and around the cookline, around the warewash machine, underneath the microwave, and below the ice machine, observed accumulation of food debris.**
 - **Observed open cracks, crevices, and holes in the facility. Seal all cracks and crevices to prevent further harborage of vermin.**
- **A follow-up inspection was requested for Saturday, 09/12/2026. This inspection is an after-hours inspection and will be charged \$645.00 (up to 2 hours).**

Facility is not okay to operate and may not reopen. No food preparation shall occur while the facility is closed including storage of open potentially hazardous foods in the food prep areas. Any delivery of food shall be stored in necessary storage areas.

CLOSURE / PERMIT SUSPENSION NOTICE

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 **9/25/2026**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: THUYEN NUGYEN
OWNER
Signed On: September 11, 2026