

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 FA0213461 - PHO NAM RESTAURANT		Site Address 1205 WILDWOOD AV, SUNNYVALE, CA 94089		Inspection Date 01/05/2026		Placard Color & Score GREEN 69		
Program PR0303360 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name LAWRENCE FOODS INC		Inspection Time 11:05 - 13:20			
Inspected By THAO HA		Inspection Type ROUTINE INSPECTION		Consent By THE NGO				FSC Not Available

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		X			
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods			X	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	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	X	
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	X	X
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	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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employee observed to be rinsing hands in 2-compartment sink after handling floor debris.
[CA] Employees shall wash hands with soap, warm water, and wipe with a single use paper towel. [COS]
Employee washed their hands in 3-comp sink properly with soap and warm water.

Minor Violations

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

Inspector Observations: FSC observed to have expired last October.
[CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

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

Inspector Observations: 1) Grilled pork ribs inside 2 door upright reach in cooler measured to be 46F. Per operator pork ribs were cooked earlier this morning around 7-8AM (4-5 hours prior). Ribs observed to be in closed plastic container stacked on top of each other. [CA] Keep cooling PHFs unstacked, uncovered or loosely covered while cooling to allow for effective air circulation. [COS] Cooked pork was moved and spread out on to top rack of 2-door reach in cooler.

2) Whole boiled chickens measured to be 101F-92F stacked inside plastic bin next to upright cooler. Per operator chickens started cooking at 9AM and were roughly finished at 10:00AM (roughly about 1.25 hours prior). [CA] Keep cooling PHFs unstacked, uncovered or loosely covered while cooling to allow for effective air circulation. Ensure PHFs are able to cool down from 135F to 70F within the first 2 hours of cooling. Recommend ice bath or placing PHFs on top rack of walk in cooler to rapidly cool. [COS] Operator split chickens into two containers to prevent stacking and placed chicken inside walk in freezer for rapid cooling.

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

Inspector Observations: Rodent droppings observed:
-On hallway floor under shelves of food and equipment.
-Inside walk in cooler room.
Facility provided evidence that pest control company provides service twice a month for rodents and cockroaches.
[CA] Clean and sanitize area of dead cockroaches or old droppings. Monitor traps placed throughout facility and for any signs of new rodent activity.

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

Inspector Observations: Frozen tripe and frozen meat balls measured to be 32F and 21F on countertop thawing. [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.

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: Large container of frozen meat balls observed to be kept on drainboard of dishwasher. [CA] Keep foods away from sources of contamination.

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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: 1) Cardboard used in several areas to line shelves, vents and on top of chest freezer. Egg cartons observed to be used to rest spoons and cooking utensils. [CA] Discontinue the use of cardboard boxes to line shelves/flooring, use approved equipment made of materials that is easily cleanable, durable, smooth, and nonabsorbent. **REPEAT VIOLATION**

2) Facility observed to be using old plastic containers that observed to be scratched and rough. [CA] Discard old food containers that are no longer smoother durable and easily cleanable. Ensure food containers are commercial food grade containers.

3) Walk in freezer observed to have ice build up around side of the door. [CA] Defrost and remove ice from cooler and ensure gasket has a tight seal to prevent additional icing over of cooler.

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: 1) Cutting board and knife observed to be stored under paper towel dispenser next to handwash sink. [CA] Store utensils away from sources of contamination.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

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: Screen door observed to have large gaps underneath. [CA] Repair gaps under door to prevent vermin entry.

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

Inspector Observations: 1) Large holes in the wall near the mop sink. Corners observed to have finish peeling off. [CA] Repair holes in structure and maintain in good repair to prevent pest harborage. **REPEAT VIOLATION**

2) Floors observed to have food debris. Walls observed to have food debris. [CA] Keep floors, walls, and ceiling clean and free of debris.

Performance-Based Inspection Questions

N/A

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Measured Observations

Item	Location	Measurement	Comments
Warm water	Handash sink	100.00 Fahrenheit	
Bean sprouts	Left 2-door reach in cooler	41.00 Fahrenheit	
Grilled chicken	2 door under counter cooler	44.00 Fahrenheit	Per employee chicken was cooked today about 5 hours prior.
Raw beef	cookline prep cooler	37.00 Fahrenheit	
Bean sprouts	2 door under counter cooler	47.00 Fahrenheit	Per employee bean sprouts were taken out to make several herb platters for service.
Cooked pork rib	Right 2-door reach in cooler	46.00 Fahrenheit	
Condensed milk	Front beverage cooler	41.00 Fahrenheit	
Raw shrimp	Walk in cooler	39.00 Fahrenheit	
Tripe	cookline prep cooler	38.00 Fahrenheit	
Meat balls	Thawing on counter	21.00 Fahrenheit	
Tripe	Thawing on counter	32.00 Fahrenheit	
Grilled beef	Right 2-door reach in cooler	41.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Chlorine	upright dishwasher	50.00 Fahrenheit	
Pho broth	Stove top	198.00 Fahrenheit	
Raw eggs	Left 2-door reach in cooler	40.00 Fahrenheit	
Cooked pork chop	Right 2-door reach in cooler	41.00 Fahrenheit	
Sliced cooked beef	Walk in cooler	38.00 Fahrenheit	
Cooked tendon	cookline prep cooler	38.00 Fahrenheit	
Broth	Walk in cooler	38.00 Fahrenheit	
Egg	2 door under counter cooler	41.00 Fahrenheit	

Overall Comments:

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 1/19/2026. 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.

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: The Ngo
Owner
Signed On: January 05, 2026