

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 09/05/2025	
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO LIME LLC		Inspection Time 13:30 - 15:00
Inspected By NHA HUYNH	Inspection Type ROUTINE INSPECTION	Consent By BE NHU	FSC Not Available		

Placard Color & Score
GREEN
72

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						S
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			
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	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	X	
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		
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	
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	X	

OFFICIAL INSPECTION REPORT

Facility FA0208182 - PHO 21	Site Address 2569 S KING RD C9, SAN JOSE, CA 95122	Inspection Date 09/05/2025
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name PHO LIME LLC	Inspection Time 13:30 - 15:00
K48	Plan review	
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:

Large bags of bean sprouts at the shelf by the bean sprout dipper measured at 65 degrees Fahrenheit. Raw shell eggs measured at 72 degrees Fahrenheit at the shelf by pick up window. Beef ribs on the food cart next to the 3 door prep cooler measured at 67 degrees Fahrenheit. Multiple items in the 3 door prep cooler measured at 59 degrees Fahrenheit. Bean sprouts packaged for to-go at the service counter measured at 65 degrees Fahrenheit. [Corrective Action] Maintain Potentially Hazardous Foods at or below 41 degrees Fahrenheit. [Suitable Alternative] Large bags of bean sprouts placed into refrigeration. Raw shell eggs cooked. Beef ribs placed into boiling broth. Items in the 3 door prep cooler to be used within 3 hours. Packaged bean sprouts returned to refrigeration.

Minor Violations

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

Inspector Observations:

- 1. Lack manager Food Safety Certification.**
[Corrective Action] 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.
- 2. Some employees lack Food Handler's Card.**
[Corrective Action] Ensure all employees obtain Food Handler's Card.

K19 - 3 Points - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

Inspector Observations:

Lack of consumer advisory for rare beef on the menu.
[Corrective Action] Provide consumer warning for the sale of raw or undercooked animal-derived foods.

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

Inspector Observations:

Meat balls thawing at room temperature by the meat slicer. Squid thawing in water in a bucket under the 3 compartment sink.
[Corrective Action] 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:

- 1. Boxes of green onions observed stored under and near the handwash sink.**
[Corrective Action] Do not store foods near handwash sink.
- 2. Bucket of squid observed stored under the 3 compartment sink.**
[Corrective Action] Do not store foods under the 3 compartment sink.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations:

Heavy grime accumulation inside the oven that roast yellow onions.
[Corrective Action] Thoroughly clean inside and maintain clean.

OFFICIAL INSPECTION REPORT

Facility FA0208182 - PHO 21	Site Address 2569 S KING RD C9, SAN JOSE, CA 95122	Inspection Date 09/05/2025
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name PHO LIME LLC	Inspection Time 13:30 - 15:00

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:

Bricks observed used to elevate the 3 burner wok unit.

[Corrective Action] Use longer legs to elevate the 3 burner wok unit.

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

Inspector Observations:

1. Missing drain pipe under the 3 burner wok station. Water is dumping straight onto the floor.

[Corrective Action] Install the drain pipe.

2. Leak observed under the prep sink.

[Corrective Action] Repair to stop the leak.

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

Inspector Observations:

Broken floor tiles at the warewash area. Missing and broken floor tiles under the 3 burner wok unit.

[Corrective Action] Maintain floors in good condition.

K47 - 2 Points - Signs not posted; last inspection report not available; 113725.1, 113953.5, 113978, 114381(e)

Inspector Observations:

Lack of handwashing signs at handwash sinks.

[Corrective Action] A sign or poster that notifies food employees to wash their hands shall be posted at all handwashing stations used by food employees.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
chlorine sanitizer	dishwasher	50.00 PPM	
broth	cooling rack	130.00 Fahrenheit	cooling
ground pork	hot holding unit	151.00 Fahrenheit	
chicken, beef, fried rice	3 door prep cooler	59.00 Fahrenheit	
fried rice, meat balls	walk-in cooler	37.00 Fahrenheit	
beef ribs	food cart by 3 door prep cooler	67.00 Fahrenheit	
raw shell eggs	container in shelf	72.00 Fahrenheit	
hot water	3 compartment sink	140.00 Fahrenheit	
bean sprouts	shelf by bean sprouts dipper	65.00 Fahrenheit	
bean sprouts	vegetable station	40.00 Fahrenheit	
half and half	2 door prep cooler	39.00 Fahrenheit	
flan	3 door undercounter cooler	39.00 Fahrenheit	
milk	2 door undercounter cooler	41.00 Fahrenheit	

Overall Comments:

A routine inspection was conducted in conjunction with a complaint investigation.

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 **9/19/2025**. 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.

OFFICIAL INSPECTION REPORT

Facility FA0208182 - PHO 21	Site Address 2569 S KING RD C9, SAN JOSE, CA 95122	Inspection Date 09/05/2025
Program PR0307423 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name PHO LIME LLC	Inspection Time 13:30 - 15:00

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: Be Nhu
employee

Signed On: September 05, 2025