

# 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

<b>Facility</b> FA0261152 - THIEN HUONG SANDWICHES & BAKERY		<b>Site Address</b> 1181 STORY RD, SAN JOSE, CA 95122		<b>Inspection Date</b> 06/17/2024		<b>Placard Color &amp; Score</b> <div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b>  <b>49</b> </div>		
<b>Program</b> PR0382908 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			<b>Owner Name</b> HIEN NGUYEN		<b>Inspection Time</b> 12:30 - 14:00			
<b>Inspected By</b> YUEN IP		<b>Inspection Type</b> ROUTINE INSPECTION		<b>Consent By</b> NO PIC. CONSENT WITH HOA. DISCUSS REPORT WITH QANH				<b>FSC</b> Dang Tran 11/26/2025

  

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			N
K06	Adequate handwash facilities supplied, accessible		X		X			N
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		X			N
K14	Food contact surfaces clean, sanitized		X		X			N
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			S

  

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties	X	
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		
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		X
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

### 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:** An employee with gloves observed wiping and touching the floor, went out with a drink, come back to kitchen without proper hand wash, touch clean plastic wrap and clean table.

**[CA]** Properly wash hands with soap, warm water and dry using single use paper towels as required.

**[COS]** Employee redirected to remove gloves, and wash hands.

Follow-up By  
06/20/2024

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

**Inspector Observations:** Hand wash station is blocked near sandwich 3 compartment sink by a container. Hand wash sink is blocked by paper box near 3 compartment sink in com tam side.

**[CA]** Handwashing facility shall be clean, unobstructed, and accessible at all times.

**[COS]** PIC removed all items from hand wash sinks.

Follow-up By  
06/20/2024

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

**Inspector Observations:** 2 small flies landing on the flour mixture in the mixer. Per PIC, employee is on break and will come back later to continue.

**[CA]** All food shall be manufactured, produced, prepared, compounded, packed, stored, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage; shall have been obtained from approved sources; shall be protected from dirt, vermin, unnecessary handling, droplet contamination, overhead leakage, or other environmental sources of contamination; shall otherwise be fully fit for human consumption.

**[COS]** PIC VC&D mixture

Follow-up By  
06/20/2024

K14 - 8 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

**Inspector Observations:** Employee washed dishes at 3 compartment sink at com tam area without sanitizing step.

**[CA]** Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

**[COS]** PIC set up 100ppm chlorine and re-sanitized dishes.

Follow-up By  
06/20/2024

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

**Inspector Observations:** 1 live adult cockroach on the floor near mixer in sandwich area. Reviewed pest control report. Facility was serviced 6/14/24. Pest control serviced facility weekly.

**[CA]** The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s).

**[COS]** PIC stepped and killed cockroach. Area cleaned and sanitized with bleach.

Follow-up By  
06/20/2024

A few flies and gnats around sandwich area.

**[CA]** Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

### Minor Violations

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

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**Inspector Observations:** *A big containers of rice in room temperature cooling. per PIC, rice just cooked 20 minutes ago. Temperature measured at 140F internal.*

**[CA]** *After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 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.*

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

**Inspector Observations:** *No person in charge at the time of inspection. Per employee, manager was having vacation.*

**[CA]** *A "person in charge" who is responsible for operation of facility shall be present at the food facility during all hours of operation.*

**[COS]** *An employee became person in charge.*

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:** *Missing test strip to test chlorine concentration. Missing stopper for 3 compartment sink.*

**[CA]** *Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing. Plugs/stoppers shall be available to fill up the warewashing sink.*

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:** *Grease built up on the side of the cooking equipment in sandwich area. Heavy dust built up on fan in com tam walk-in fridge.*

**[CA]** *Clean and maintain equipment.*

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:** *Back door of sandwich kitchen was opened at the time of inspection.*

**[CA]** *Keep back door closed at all times to prevent the entrance and harborage of vermin.*

*A electrocuted insect control device is hanging on top of 1 compartment sink near sandwich prep table.*

**[CA]** *Insect control devices that are used to electrocute or stun flying insects shall be designed to retain the insect within the device and be installed away from the storage and preparation of food or food contact surfaces and linens. Remove or relocate device.*

## Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Food in good condition, safe, unadulterated.

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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## Measured Observations

Item	Location	Measurement	Comments
Water	3 compartment sink sandwich kitchen	120.00 Fahrenheit	
Ham	Open top fridge	40.00 Fahrenheit	
Cha lau	Open top fridge	41.00 Fahrenheit	
Water	Hand wash sink Sandwich kitchen	100.00 Fahrenheit	
Water	3 compartment sink	120.00 Fahrenheit	
Raw pork	Walk-in fridge com tam area	41.00 Fahrenheit	
Water	1 compartment sink com tam kitchen	120.00 Fahrenheit	
Egg cake	Walk-in fridge com tam area	68.00 Fahrenheit	Cooling for 1 hour per PIC
Rice	Cooling at room temperature	140.00 Fahrenheit	Internal.
Water	1 compartment sink near sandwich area	120.00 Fahrenheit	Cold water available
Cooked vermicelli	Walk-in fridge sandwich area	38.00 Fahrenheit	
Cooked pork	Walk-in fridge sandwich area	40.00 Fahrenheit	

## Overall Comments:

***A follow up inspection will be conducted. The first follow-up inspection is free of charge. Subsequent follow up inspections after first follow up shall be billed \$298/hr during business hours; \$645/hr during non business hours (after 4:30pm Monday through Friday, county holidays and weekends) upon availability.***

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 7/1/2024. 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: Oanh  
Employee  
Signed On: June 17, 2024