

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 FA0252306 - PHO HA NOI SAN JOSE		Site Address 10100 S DE ANZA BL, CUPERTINO, CA 95014		Inspection Date 05/05/2026		Placard Color & Score GREEN 75			
Program PR0367203 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO		Inspection Time 10:55 - 12:25				
Inspected By DENNIS LY		Inspection Type ROUTINE INSPECTION		Consent By VY AND KELVIN					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						S
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures			X	X			
K08	Time as a public health control; procedures & records	X						N
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		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	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		
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		
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

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

Inspector Observations: *One live American cockroach observed on glue trap located behind the front counter.
One dead American cockroach observed in upstairs storage area.*

[CA] *Food facility shall be kept free of vermin and vermin debris. Clean and sanitize affected areas.*

[COS] *Employee removed glue trap with live cockroach.*

Did not observed vermin activity elsewhere in the facility. Operator was not able to provide the most recent pest control service report for review at time of inspection. The service report shall be provided to the district specialist via email by 5/8/26. A follow-up inspection may be conducted for failure to provide service report or depending on information on the service report.

Facility may be subject to enforcement action if additional vermin activity is observed at time of the follow-up inspection

Minor Violations

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

Inspector Observations: *Food Safety Certificate for Manager is expired. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available.*

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

Inspector Observations: *Potentially hazardous foods inside prep unit inserts located at both cold and hot prep line were measured at improper cold holding temperatures. Bean sprouts, shrimp, raw beef, and cooked beef were measured at 44 - 49F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F.*

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

Inspector Observations: *Grilled pork inside the reach-in cooler at the cold prep line was cooling while in fully covered container. [CA] Potentially hazardous foods when cooling shall kept uncovered or loosely covered to allow for rapid cooling.*

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) In the reach-in cooler by the grill - observed raw shell eggs stored above cooked chicken.*

2) In the reach-in cooler located soup cook tops - observed raw beef stored above tofu and cooked beef.

[CA] *Raw food items shall be stored separately or below ready-to-eat foods to prevent cross-contamination.*

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: *Knife stored with it's blade in crevice of food prep unit and it's cover. [CA] Utensils shall be stored where the food contact portion of the utensil is in a clean area and protected from contamination.*

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: *Employee's personal items (Cell phones) observed stored above food prep surfaces.*

[CA] *Employees' personal items shall be stored in a location separate or below food contact or food prep surfaces.*

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

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Inspector Observations: *Floor tiles located by the three compartment sink are in disrepair allowing standing water to sit in areas where the tiles are damaged or missing. [CA] Repair and replace floor tiles and maintain in good repair.*

Performance-Based Inspection Questions

Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
Beef	Removed from grill	165.00 Fahrenheit	
Grilled pork	Food prep unit by spring roll prep	88.00 Fahrenheit	one hour into cooling
Beef broth	Cook top	202.00 Fahrenheit	
Raw beef	Drawer cooler by grill	41.00 Fahrenheit	
Chicken	Walk-in cooler	77.00 Fahrenheit	Cooling
Raw beef	Food prep unit by pho station	38.00 Fahrenheit	
Raw shell eggs	Food prep unit by grill	40.00 Fahrenheit	
Pork sausage	Reheated	168.00 Fahrenheit	
Chlorine sanitizer	Dishwasher	50.00 PPM	
Bean sprouts	Food prep unit insert by spring roll prep	46.00 Fahrenheit	
Shrimp	Food prep unit insert by spring roll prep	44.00 Fahrenheit	
Tofu	Food prep unit by pho station	39.00 Fahrenheit	
Raw pork	Food prep unit by grill	40.00 Fahrenheit	
Beef	Walk-in cooler	41.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Cooked chicken	Food prep unit by grill	41.00 Fahrenheit	
Pork	Food prep unit by grill	40.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
Chicken	Food prep unit insert by pho station	76.00 Fahrenheit	one hour into cooling
Raw beef	Food prep unit insert by pho station	46.00 Fahrenheit	
Raw beef	Walk-in cooler	40.00 Fahrenheit	
Beef	Food prep unit insert by pho station	49.00 Fahrenheit	
Half and half	Upright reach-in cooler	39.00 Fahrenheit	
Raw pork	Walk-in cooler	41.00 Fahrenheit	
Chicken	Walk-in cooler	41.00 Fahrenheit	

Overall Comments:

Routine inspection conducted in conjunction with CO0159550

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 **5/19/2026**. 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.

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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: Vy Nguyen
Manager
Signed On: May 05, 2026