

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 FA0202350 - PHO HA NOI		Site Address 1228 S ABEL ST, MILPITAS, CA 95035		Inspection Date 07/16/2025		Placard Color & Score <div style="background-color: green; color: white; padding: 10px; text-align: center;"> <h1 style="margin: 0;">GREEN</h1> <h2 style="margin: 0;">89</h2> </div>		
Program PR0305402 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO INC		Inspection Time 11:25 - 13:00			
Inspected By NHA HUYNH		Inspection Type ROUTINE INSPECTION		Consent By TRANG				FSC Michael Moreno 05/09/2028

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				
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		
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	X	
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		
K45	Floor, walls, ceilings: built, maintained, clean		X
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available	X	

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations:

Multiple Potentially Hazardous Foods in the walk-in cooler were measured between 46 - 49 degrees Fahrenheit.

Beef stew was brought to the facility from the SJ facility at 10:45 AM.

[Corrective Action] Maintain Potentially Hazardous Foods at or below 41 degrees Fahrenheit. Ensure walk-in cooler is properly maintain cold holding temperature of 41 degrees Fahrenheit or below. Use the remainder of the beef stew by the end of the day.

Follow-up By
07/18/2025

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

Inspector Observations:

Heavy dust accumulation on the exhaust vent in the women's restroom.

[Corrective Action] Thoroughly clean and maintain clean.

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:

Bowl used as scoop in the fish sauce (nuoc cham) container, bulk rice container, and the fried shallots container.

[Corrective Action] Use a scoop with a handle.

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

Inspector Observations:

1. Old food splatter observed on the wall by the food prep sink in the kitchen.

[Corrective Action] Thoroughly clean and maintain clean.

2. Black/gray soot observed on the wall by the sauces in the kitchen.

[Corrective Action] Thoroughly clean and maintain clean.

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

Inspector Observations:

Lack of handwashing signage at the handwash sink in the restrooms.

[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.

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Measured Observations

Item	Location	Measurement	Comments
cream	2 door reach-in cooler	40.00 Fahrenheit	bar
beef	4 drawer unit	41.00 Fahrenheit	
shrimp, pork	3 door prep cooler	39.00 Fahrenheit	spring roll station
chlorine sanitizer	pass thru dishwasher	50.00 PPM	
ambient air	walk-in cooler	49.00 Fahrenheit	
meat balls, tendon	3 door prep cooler	35.00 Fahrenheit	pho meats
chlorine sanitizer	dishwasher	50.00 PPM	bar
orange sauce	hot holding unit	169.00 Fahrenheit	
bean sprouts, raw shell eggs, uncut	walk-in cooler	47.00 Fahrenheit	
tomato, uncut cabbage			
cheese, sliced tomatoes	single door prep cooler	42.00 Fahrenheit	
chicken, beef	walk-in cooler	34.00 Fahrenheit	defrosting
half and half	2 door upright display cooler	36.00 Fahrenheit	bar
beef stew	walk-in cooler	49.00 Fahrenheit	from SJ location this morning
hot water	3 compartment sink	152.00 Fahrenheit	
whip cream	2 door undercounter cooler	41.00 Fahrenheit	bar

Overall Comments:


Facility uses fresh rice noodles from Rice Valley. Advised person in charge to obtain variance letter from Rice Valley to leave fresh rice noodles out at room temperature.

Facility uses a color coded sticker for items on TPHC.

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 **7/30/2025**. 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.

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: Trang Nguyen
Manager
Signed On: July 16, 2025