

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 FA0281433 - PHO HA NOI		Site Address 969 STORY RD 6039, SAN JOSE, CA 95122		Inspection Date 06/04/2025	
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO INC		Inspection Time 12:00 - 13:15
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By MAI	FSC Harrison Nguyen 02/25/2027		

Placard Color & Score
YELLOW
62

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification					X		S
K02 Communicable disease; reporting/restriction/exclusion	X						
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						N
K07 Proper hot and cold holding temperatures		X		X			N
K08 Time as a public health control; procedures & records		X		X			N
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		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						

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		
K34 Warewash facilities: installed/maintained; test strips	X	
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	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		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0281433 - PHO HA NOI	Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 06/04/2025
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO INC	Inspection Time 12:00 - 13:15
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: Par-cooked pork chops and pork belly maintained at the grill station measured between 70F to 80F.

Follow-up By
06/09/2025

Employee stated that small portions of the pork chops are grilled at a time and is kept out in ambient temperature. Pork chops are fully cooked on the grill upon orders. Employee stated that the pork chops have been out for approximately one hour.

Large hotel pan of cooked pork maintained in the same area measured at 90F. PIC stated that the pork was grilled to be used at another station where the pork is subjected to time as a public health control (TPHC). PIC stated that pork was prepared about an hour prior when the station opened.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

- This Division recommended maintained pork chops and pork inside the refrigerator and prepared upon orders or maintain items subjected to TPHC.

[COS] Pork chops were grilled for an order. Hotel pan of pork was returned into the walk-in refrigerator to immediately cool.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: Numerous PHF items subjected to TPHC were not labeled with color coded stickers. Observed employees frantically placing labels upon this Division's arrival.

Follow-up By
06/09/2025

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Labels were provided for all items subjected to TPHC.

***** Repeat violation. Failure to comply will result in TPHC approval revoked, and all items subjected to temperature control only.**

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: Sanitizer concentration at the mechanical dish machine in the main kitchen measured at 0 PPM during active ware washing.

Follow-up By
06/09/2025

[CA] Maintain chlorine in mechanical warewash machine at 50 PPM.

[COS/SA] All dishes were rewashed and sanitized. Temporarily utilize the three-compartment sink for manual ware washing. Technician arrived on site and serviced dish washer. Chlorine sanitizer at the dish washer measured between 50-100 PPM.

**** Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Use 1 TBS of bleach (5.25%) per 1 gal. of water for chlorine solution (100 PPM). Use 1 tbs of quaternary ammonium (10%) per 2 gal. of water for quaternary ammonium (200 PPM).**

Minor Violations

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

OFFICIAL INSPECTION REPORT

Facility FA0281433 - PHO HA NOI	Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 06/04/2025
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO INC	Inspection Time 12:00 - 13:15

Inspector Observations: *Observed hotel pan of cooked red rice cooling in ambient temperature kept covered.*

[CA] 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. When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

[COS] Lid was partially uncovered to expedite cooling process.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: *Warm water not provided at the hand wash sink across from the ware washing area.*

[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

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: *Facility lacks test strips to measure sanitizer concentration.*

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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: *Observed cutting board previously used inside the kitchen maintained outside of the facility on a storage rack.*

[CA] Equipment shall be stored within an approved facility to prevent contamination. All cleaned utensils shall be stored in a clean, dry location where they are not exposed to splash, dust, or other contamination, and at least six inches above the floor.

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: *Hot water faucet observed inoperable at the hand wash sink in ware washing area.*

Observed faucets at the three-compartment sink completely moved and replaced with a long hose.

[CA] Repair plumbing fixture and maintain in clean and good repair.

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: *Side door and rear doors of the kitchen maintained opened during inspection.*

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

Employees' personal belongings observed stored in areas of food preparation and/or food storage.

[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

Employees' personal beverages observed stored in areas of food preparation and opened food.

[CA] Provide designated location for employees to store personal food and beverages, separated and protected from facility food, food preparation, food storage, and/or food contact surfaces.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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

Needs Improvement - Food contact surfaces clean, sanitized.

OFFICIAL INSPECTION REPORT

Facility FA0281433 - PHO HA NOI	Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 06/04/2025
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name HANOI BISTRO INC	Inspection Time 12:00 - 13:15

Measured Observations

Item	Location	Measurement	Comments
Hot water	Two-compartment food preparation sink - grill station	133.00 Fahrenheit	
Chlorine sanitizer	Undercounter dish machine - beverage prep	50.00 PPM	
Sliced beef flank	Walk-in refrigerator	40.00 Fahrenheit	
Sliced beef tendon	Walk-in refrigerator	40.00 Fahrenheit	
Hot water	Three-compartment sink	121.00 Fahrenheit	
Raw marinated pork	Walk-in refrigerator - back of facility	40.00 Fahrenheit	
Cooked shrimp	Spring roll prep refrigerator	37.00 Fahrenheit	
Pho soup	Cook line	196.00 Fahrenheit	
Grilled beef short rib	Grill	168.00 Fahrenheit	
Cooked pork	Oven	178.00 Fahrenheit	
Half-n-half	Four-door upright refrigerator - beverage prep	39.00 Fahrenheit	
Warm water	Hand wash station - front kitchen	101.00 Fahrenheit	
Raw marinated beef short rib	Drawer refrigerator	40.00 Fahrenheit	
Hardboiled eggs	Walk-in refrigerator - back of facility	40.00 Fahrenheit	
Sticky rice	Rice warmer	162.00 Fahrenheit	

Overall Comments:

- **Two or more major violations were observed during the routine inspection.**
- **A follow-up inspection will be conducted to verify compliance of all major violations.**
- **Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.**
- **The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.**

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 **6/18/2025**. 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: Annie H.
HR Manager

Signed On: June 04, 2025