

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 FA0208264 - NEW ORIENTAL EXPRESS		Site Address 2632 ALUM ROCK AV, SAN JOSE, CA 95116		Inspection Date 03/04/2026		Placard Color & Score GREEN 70		
Program PR0304821 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name PHAM, QUOC		Inspection Time 14:15 - 16:00			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By LONG PHAM				FSC Chi Pham 07/11/2026

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						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures		X		X			N
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	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	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	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		X
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

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: *In the steam table, measured beef and broccoli and cooked cabbage from 98-115F. Per PIC, foods were cooked 30 minutes prior to temperature measurement. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [SA] PIC time marked the foods to be discarded in 3 hours (within 4 hours of the time of initial cooking and removal from temperature).*

Minor Violations

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

Inspector Observations: *Actively working employees lack food handler cards. [CA] All food handlers shall maintain a valid food handler card for the duration of their employment as food handler. Food handler cards shall be available for review.*

K14 - 3 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: *Observed lack of appropriate sanitizer for warewashing on the premises. Facility only has bleach for laundry use on-site. No active warewashing at the time of inspection. [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 went out and purchased bleach for food contact surfaces during inspection. Specialist demonstrated how to set up the 3-compartment sink for proper washing, rinsing, and sanitizing during inspection.*

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

Inspector Observations: *Measured the maximum water temperature at the 3-compartment sink at 104F. [CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility (or 100-108°F at handwash stations). [COS] PIC adjusted the water heater during inspection. Remeasured water temperature at 120F.*

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *Observed dead American cockroach inside an old sticky trap. No live activity or contamination of food observed during inspection. [CA] Remove old sticky trap and clean and sanitize affected areas. The premises of a food facility shall be free of vermin.*

NOTE: *Facility receives quarterly pest control services. Reviewed last pest control report from 1/26/2026.*

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: *In the walk-in cooler, observed raw foods stored above ready-to-eat produce. [CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.*

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 testing materials for sanitizer. [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 single-use, vinegar containers are reused to store housemade sauces. [CA] Discontinue the use of single-use containers. Use only approved, food grade equipment for food storage.*

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K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: Facility lacks probe thermometer for measuring internal temperature of foods. [CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.

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: 1) Observed excessive clutter including unused equipment stored in the side hallway area. [CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.

2) Observed gap above the back door leading outside. Observed gaps in the ceiling due to misaligned ceiling panels. [CA] Seal all gaps in the facility. The facility shall be fully enclosed to prevent pest entrance and harborage.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
beef and broccoli, cooked vegetables	steam table	98.00 Fahrenheit	98-115F
fried chicken	steam table	156.00 Fahrenheit	
water	handwash sink (restroom)	100.00 Fahrenheit	
fried chicken	2-door preparation unit	41.00 Fahrenheit	
raw beef	1-door preparation unit	41.00 Fahrenheit	
water	preparation sink	120.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
chow mein	steam table	142.00 Fahrenheit	
raw meat	walk-in cooler	41.00 Fahrenheit	
water	3-compartment sink	104.00 Fahrenheit	
sanitizer (chlorine)	3-compartment sink	0.00 PPM	Adjusted to 100 ppm.

Overall Comments:

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 **3/18/2026**. 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.

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: Long Pham
Cook
Signed On: March 04, 2026