

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 FA0205306 - DUC HUONG SANDWICHES / BAKERY		Site Address 1020 STORY RD C, SAN JOSE, CA 95122		Inspection Date 11/04/2025	
Program PR0306812 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name JEANETTE BUI		Inspection Time 14:00 - 16:10
Inspected By HENRY LUU	Inspection Type ROUTINE INSPECTION	Consent By NGUYET V.	FSC Nguyet Vo 03/22/2028		

Placard Color & Score
YELLOW
63

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						
K04 Proper eating, tasting, drinking, tobacco use			X				N
K05 Hands clean, properly washed; gloves used properly	X						S
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		X			
K10 Proper cooking time & temperatures	X						
K11 Proper reheating procedures for hot holding					X		N
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	X	X
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	X	
K31 Consumer self service does prevent contamination		
K32 Food properly labeled and honestly presented	X	
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		
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

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

Inspector Observations: *PHF items (spicy grilled pork, grilled pork, BBQ pork, grilled chicken, meat balls, etc.) maintained on the hot holding unit at the sandwich preparation area measured between 100F to 170F. Employees stated that items were recently reheated in the microwave to maintain hot holding temperatures.*

Follow-up By
11/10/2025

** Food items are maintained inside plastic containers and then placed inside metal containers in the hot holding unit. Containers holding PHF items are not in direct contact with heated water.*

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

[COS] *All items were reheated in the microwave prior to hot holding.*

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: *Approximately 10+ containers of grilled pork cooling inside the walk-in refrigerator kept covered measured between 80F to 90F. Employee stated that items were cooked and cooled approximately an hour thirty to two hours prior.*

Follow-up By
11/10/2025

Approximately 5+ containers of grilled pork cooling at the cook line kept tightly covered. PHF item measured above 135F and had not yet reached cooling temperatures.

[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. 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.*

[COS] *Items inside the walk-in refrigerator for placed on ice baths and maintained inside the walk-in refrigerator. Containers were uncovered to expedite the cooling process. Items cooling at the cook line were also uncovered to expedite cooling process.*

Minor Violations

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

Inspector Observations: *All employees' three-year food handler cards are expired.*

[CA] *Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.*

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: *Employee's opened food, half eaten snacks, and opened beverages stored in areas of food preparation and food storage.*

[CA] *No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages that is separated and protected from facility food. Utilize cups with lids and straws.*

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

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Inspector Observations: 10+ live fruit flies observed throughout the facility.

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

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: Raw chicken thawing in hot water maintained out in ambient temperature in the back of the facility. Water used to defrost the chicken measured at 90F. Raw chicken measured at 80F on the outside and 30F on the inside. Employee stated that raw chicken has been defrosting for approximately 30 minutes.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

[COS] Instructed employees to discard water and to relocate the chicken into the walk-in refrigerator to continue thawing.

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: Observed containers of food re-hydrating on the drainboard of the three-compartment sink with sink set up for manual ware washing.

[CA] All food shall be separated and protected from possible contamination.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Observed numerous opened bulk bags of ingredients maintained as is.

[CA] Store open bulk foods in approved NSF containers with tight fitting lids.

Observed numerous barrels used to store food and food containers maintained outside in the back of the facility.

[CA] Food or food related equipment shall be stored in an approved fully enclosed food facility.

K32 - 2 Points - Food improperly labeled & not honestly presented: 114087, 114089, 114089.1(a, b), 114090, 114093.1

Inspector Observations: Prepackaged food items and desserts offered for sale for customer self-service lack labels or complete labels.

[CA] Food prepackaged in a food facility shall bear a label with the following: 1) common name of the food, 2) list of ingredients in descending order of predominance by weight, 3) quantity of contents, 4) name and place of business of the manufacturer, packer, or distributor.

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: 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. Employee's personal effects (cell phone, car keys, and jackets) shall be stored in employee lockers or other designated areas for employee storage.

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

Inspector Observations: Accumulation of grease observed on the wall and ANSUL system outside of the ventilation hood above the left burner. Heavy accumulation of flour observed on floor and wall by the large mixer. Heavy accumulation of food debris observed around the sandwich preparation area.

[CA] Walls and/or floors in food preparation area shall be kept clean. Regularly clean under equipment to prevent accumulation of debris.

Performance-Based Inspection Questions

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- Needs Improvement - Proper reheating procedures for hot holding.
- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Measured Observations

Item	Location	Measurement	Comments
Sliced cold-cut combo	Walk-in refrigerator	40.00 Fahrenheit	
Herbal dessert	Display refrigerator	39.00 Fahrenheit	
Grilled chicken	Walk-in refrigerator	40.00 Fahrenheit	
Hot water	Three-compartment sink	125.00 Fahrenheit	
Fish cake	Walk-in refrigerator	40.00 Fahrenheit	
Grilled pork	Cook line	160.00 Fahrenheit	
Uncut pork belly	Walk-in refrigerator	40.00 Fahrenheit	
Warm water	Hand wash sink	105.00 Fahrenheit	
Milk	Beverage refrigerator	40.00 Fahrenheit	
Headcheese block	Walk-in refrigerator	40.00 Fahrenheit	
Pate	Walk-in refrigerator	40.00 Fahrenheit	
Ground pork	Walk-in refrigerator	41.00 Fahrenheit	
Rolled fermented pork	Display refrigerator	40.00 Fahrenheit	
Fancy pork roll	Walk-in refrigerator	39.00 Fahrenheit	
Raw marinated pork	Walk-in refrigerator	40.00 Fahrenheit	
Pate	Two-door upright freezer	5.00 Fahrenheit	
Vegetarian	Walk-in refrigerator	39.00 Fahrenheit	
Coconut agar jello	Display refrigerator	40.00 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 for a minimum of 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 **11/18/2025**. 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: Nguyet V.
Manager

Signed On: November 04, 2025