

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 FA0204790 - PHO BANH MI		Site Address 405 UNIVERSITY AV, PALO ALTO, CA 94301		Inspection Date 01/09/2023	
Program PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name LUONG, MY		Inspection Time 16:15 - 17:40
Inspected By LAWRENCE DODSON	Inspection Type ROUTINE INSPECTION	Consent By TAYLER	FSC Not Available		

Placard Color & Score

YELLOW

51

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						
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							
K14 Food contact surfaces clean, sanitized		X					
K15 Food obtained from approved source							
K16 Compliance with shell stock tags, condition, display					X		
K17 Compliance with Gulf Oyster Regulations					X		
K18 Compliance with variance/ROP/HACCP Plan							
K19 Consumer advisory for raw or undercooked foods							
K20 Licensed health care facilities/schools: prohibited foods not being offered							
K21 Hot and cold water available							
K22 Sewage and wastewater properly disposed							
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	X	
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	X	
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored	X	
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	X	
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0204790 - PHO BANH MI	Site Address 405 UNIVERSITY AV, PALO ALTO, CA 94301	Inspection Date 01/09/2023
Program PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name LUONG, MY	Inspection Time 16:15 - 17:40
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Lack of liquid hand cleanser at hand wash sink in restroom. Lack of liquid hand cleanser at hand wash sink in kitchen.

[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

Follow-up By 01/12/2023

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

Inspector Observations: Boba, bean sprouts and cooked beef held on preparation tables and inside preparation refrigerator, measured >41F, <135F, >4hrs.

[CA] PHFs shall be held at 41°F or below or at 135°F or above. Per PIC, PHF was held on preparation table and inside refrigerator for less than 4Hrs. PIC time marked boba for discard at 4 hours. Ice was added to bean sprouts. Cooked beef was moved to lower portion of refrigerator for rapid cooling.

Follow-up By 01/12/2023

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: 0PPM sanitizer measured inside mechanical dishwasher.

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

Follow-up By 01/12/2023

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

Inspector Observations: Large amount of rodent droppings found on the floor in the service area. No evidence of contamination of food/food contact surfaces.

[CA] Remove rodent droppings clean and sanitize affected areas.

Follow-up By 01/12/2023

Minor Violations

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

Inspector Observations: Lack of FSC available for review at time of inspection.

[CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

Lack of food handler cards available for review at time of inspection.

[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.

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

Inspector Observations: Boxed food found stored directly on the floor of the kitchen. [CA] Food shall be stored at least 6 inches above the floor to prevent 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: Scoops in bulk containers lack handles. [CA] Use scoops with handles and store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: Heavy grease/smoke buildup found on exhaust filters at cook line. [CA] Clean mechanical exhaust hood and/or filters of grease accumulation.

fluorescent lights in dry storage room are unshielded.

[CA] Light bulbs shall be shielded, coated or otherwise shatter-resistant in areas where there is unpackaged foods, clean equipment, utensils, linens, or unwrapped single use articles.

OFFICIAL INSPECTION REPORT

Facility FA0204790 - PHO BANH MI	Site Address 405 UNIVERSITY AV, PALO ALTO, CA 94301	Inspection Date 01/09/2023
Program PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name LUONG, MY	Inspection Time 16:15 - 17:40

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: Used/wet wiping towels found stored on the countertop in food preparation and service area.[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

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: Pipe below 3 compartment sink found leaking.[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: Rear door propped open at time of inspection.[CA] Keep back door closed at all times to prevent the entrance and harborage of vermin.

Medication found on shelf above preparation table.

[CA] Personal care items (medication/vitamins) shall bear a legible manufacturer's label and stored in a designated storage area for personal items.

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

Inspector Observations: Heavy buildup of food/debris found under equipment throughout the facility. Heavy dust buildup found on the walls and ceiling in the kitchen.[CA] Regularly clean under cooking equipment to prevent accumulation of debris.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
boba	service area	75.00 Fahrenheit	
hot water	3 compartment sink	120.00 Fahrenheit	
raw eggs	preparation table	66.00 Fahrenheit	
sanitizer concentration	mechanical dishwasher	0.00 PPM	
preparation refrigerator	storage	41.00 Fahrenheit	
sausage	preparation refrigerator	41.00 Fahrenheit	
cooked beef	preparation refrigerator	56.00 Fahrenheit	
hot water	hand wash sink	100.00 Fahrenheit	
bean sprouts	preparation table	64.00 Fahrenheit	

Overall Comments:

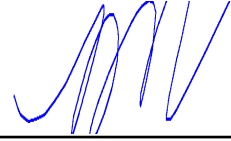
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **1/23/2023**. 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.

OFFICIAL INSPECTION REPORT

Facility FA0204790 - PHO BANH MI	Site Address 405 UNIVERSITY AV, PALO ALTO, CA 94301	Inspection Date 01/09/2023
Program PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name LUONG, MY	Inspection Time 16:15 - 17:40

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: Jade Luong
PIC

Signed On: January 09, 2023