

# 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 FA0213395 - PHO QUEEN NOODLE HOUSE		Site Address 1133 TASMAN DR, SUNNYVALE, CA 94089		Inspection Date 01/23/2023	
Program PR0306332 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name DANG, NANCY		Inspection Time 14:15 - 16:30
Inspected By THAO HA	Inspection Type ROUTINE INSPECTION		Consent By ANDY NGUYEN	FSC Dung Tran 05/04/2027	

Placard Color & Score
<b>YELLOW</b>
<b>74</b>

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			
K08 Time as a public health control; procedures & records		X		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	X	
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	X	
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		
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		
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: MAJOR:**

*Grilled pork, chicken, and shrimp observed to be kept out on counter tops and measured to be 65F, 68F, and 89F. Per employee meats were made about 1.5 hours prior and were placed out and counter top after lunch rush. [CA] PHFs shall be held at 41°F or below or at 135°F or above. Facility shall either obtain an NSF/ANSI approved countertop warmer to keep meats warm OR keep meats inside prep cooler after cooking and cooling. [COS] Employee placed meats into prep cooler to continue cooling.*

Follow-up By  
01/26/2023

**MINOR:**

*2 door cooler in server area measured to have:  
-Chicken at 44F  
-Boiled Pork at 45F  
-Ambient temperature at 45F  
[CA] PHFs shall be held at 41°F or below for cold holding.*

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

*Inspector Observations: Rice noodles, eggrolls, and spring rolls observed to be kept out on counter top without any temperature control. Per operator items are not refrigerated and are kept out once cooked/prepped. [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] Per employee rice noodles were made about 1 hour prior and spring rolls were made with the same rice noodles. Eggrolls were taken out of cooler and fried about 0.5 hours ago. Operator added label and shall discard in 4 hours. Operator was given SOPs for PHFs to fill out. \*\*REPEAT VIOLATION\*\*  
If major violation is repeated further enforcement action may occur.*

Follow-up By  
01/26/2023

### Minor Violations

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

*Inspector Observations: Large beef bones, large cut of beef, shrimp, and squid observed to be thawing either on shelf or in standing water. Shrimp, squid, and large cuts of beef measured to be less than 35F(see measured observations). Beef bones measured to be 44F. [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  
OR 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  
OR 3) in a microwave oven if immediately followed by immediate preparation  
OR 4) as part of a cooking process  
[COS] Operator placed seafood and large cut of beef under running water. Large beef bones were placed in large pot of water to be cooked immediately.*

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

*Inspector Observations: Boxes of ginger, basil, and sugar observed to be stored directly on floor. Countertop fryer for eggrolls observed to be on the floor. [CA] Food shall be stored at least 6 inches above the floor to prevent contamination. \*\*REPEAT VIOLATION\*\**

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K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

**Inspector Observations: 2 door cooler in server area observed to have gasket held together by tape.[CA] Replace gasket and maintain in good repair.**

**\*\*REPEAT VIOLATION\*\***

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 ice machine and in bulk dry storage(sugar, rice, e.g.) observed to be stored with handle directly on food.**

**[CA] 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: Small counter top fryer observed to be stored directly on floor.**

**[CA] Provide approved exhaust hood ventilation over all cooking equipment as required to effectively remove cooking odors, smoke, steam, grease, heat, and vapors. Keep cooking equipment off of floor.**

**\*\*REPEAT VIOLATION\*\***

## Performance-Based Inspection Questions

N/A

## Measured Observations

Item	Location	Measurement	Comments
Ambient temperature	Beverage cooler	42.00 Fahrenheit	
Raw shrimp	Side prep cooler	40.00 Fahrenheit	
Boiled chicken	Server area 2 door upright cooler	45.00 Fahrenheit	
Boiled pork	Server area 2 door upright cooler	45.00 Fahrenheit	
Warm water	handwash sinks	100.00 Fahrenheit	
Large beef bone	Shelf	43.00 Fahrenheit	
Fozen Shrimp	Shelf	31.00 Fahrenheit	
Rice noodles	Counter top	70.00 Fahrenheit	
Chlorine	upright dishwasher	100.00 Fahrenheit	
Fozen squid	Shelf	35.00 Fahrenheit	
Grilled shrimp	Counter top	87.00 Fahrenheit	
Cut tomatoes	Side prep cooler	40.00 Fahrenheit	
Grilled chicken	Counter top	65.00 Fahrenheit	
Tripe	Cookline prep cooler	41.00 Fahrenheit	
Grilled pork	Counter top	68.00 Fahrenheit	
Frozen beef	Shelf	21.00 Fahrenheit	
Tendon	Cookline prep cooler	41.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Fish balls	2 door cooler in kitchen	40.00 Fahrenheit	
Ambient temperature	Server area 2 door upright cooler	44.00 Fahrenheit	

## Overall Comments:

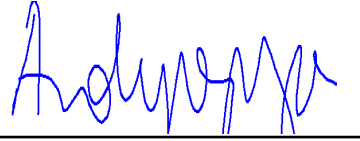
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **2/6/2023**. 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.

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**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



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**Received By:** Andy Nguyen  
PIC

**Signed On:** January 23, 2023