

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 FA0212616 - GO GO PHO		Site Address 5025 STEVENS CREEK BL, SANTA CLARA, CA 95051		Inspection Date 08/04/2025	
Program PR0302301 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name GOGO PHO, INC		Inspection Time 10:00 - 12:00
Inspected By DENNIS LY	Inspection Type ROUTINE INSPECTION	Consent By LAM VU	FSC Not Available		

Placard Color & Score
YELLOW
65

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				N
K06 Adequate handwash facilities supplied, accessible	X						S
K07 Proper hot and cold holding temperatures		X		X			
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						
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	X	
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		
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		
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: Potentially hazardous foods measured at improper holding temperatures. Bean sprouts measured at 62F and beef stored in the front measured at 72F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F.

[COS] Per employee, the items were taken out when the store opened at 10AM - the beef was relocated into the reach-in cooler, and ice and water was added to the bean sprouts.

Follow-up By
08/07/2025

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: Utensils by the cook line, tongs and ladles, are stored in container that was previously used for chemical storage. [CA] Food contact surface utensils shall be maintained clean and uncontaminated prior to use.

[COS] Utensils were removed to be washed, rinsed, and sanitized and stored in an appropriate container.

Follow-up By
08/07/2025

Minor Violations

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

Inspector Observations: 1) Food Safety Certificate for Manager is not available. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review.

2) Employee food handler cards are not available. [CA] All employees that handle, prepares, or serves food shall have a valid food handler card available within 30 days from their date of hire.

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employees observed washing their hands without the use of soap. [CA] Employees shall properly wash their hands using warm water, soap, and single-use paper towels.

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

Inspector Observations: Potentially hazardous foods (rice, egg, chicken, shrimp, rice noodles) was observed cooling while fully covered in plastic or with a lid. [CA] Potentially hazardous foods when cooling shall be partially or loosely covered to allow for rapid cooling.

[COS] The covers on the food were partially opened.

K19 - 3 Points - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

Inspector Observations: Rare steak is served on the menu but a consumer advisory is not posted. [CA] A consumer warning shall be available on the menu or location where order is taken for the sale of raw or undercooked animal-derived foods.

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

Inspector Observations: Hot water at the prep sink and three compartment sink was measured at a maximum of 114F.

[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations: Spray bottle stored behind the front counter is not labeled. [CA] Spray bottles used in a food facility shall be labeled to identify it's contents.

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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: Employee personal items are stored above food storage and food preparation areas. [CA]
Store employee personal items in designated area that is separate or below food storage and food prep.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.
 Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

Item	Location	Measurement	Comments
Egg	Cooling	131.00 Fahrenheit	
Raw beef	Upright reach-in cooler	37.00 Fahrenheit	
Beef broth	Upright reach-in cooler	37.00 Fahrenheit	
Rice	Cooling	105.00 Fahrenheit	
Rice noodles	Cooling	101.00 Fahrenheit	
Noodles	Reach-in cooler	41.00 Fahrenheit	
Brisket	Upright reach-in cooler	37.00 Fahrenheit	
Half and half	Upright reach-in cooler - front	41.00 Fahrenheit	
Shrimp	Cooling	89.00 Fahrenheit	
Beef	Front counter	72.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
Hot water	Three compartment sink	114.00 Fahrenheit	
Raw fish	Upright reach-in cooler	37.00 Fahrenheit	
Raw shell egg	Reach-in cooler	41.00 Fahrenheit	
Chicken	Cooling	128.00 Fahrenheit	
Beef ball	Upright reach-in cooler	39.00 Fahrenheit	
Hot water	Prep sink	114.00 Fahrenheit	
Bean sprouts	Front counter	62.00 Fahrenheit	

Overall Comments:

Facility wants to make beef jerky to sell. Discussed with operator that it may be considered a specialized process and will have additional requirements such as a HACCP plan.

Provide Consumer Advisory Handout

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 **8/18/2025**. 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: Lam Vu
 Manager

Signed On: August 04, 2025