

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 FA0305287 - BUN BO HUE SONG HUONG		Site Address 929 STORY RD 2018, SAN JOSE, CA 95122		Inspection Date 09/17/2026		Placard Color & Score RED 58		
Program PR0448247 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name TUOI THANH LE		Inspection Time 10:00 - 14:00			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By TUOI THANH LE				FSC Tuoi Thanh Le 02/20/2024

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						
K07	Proper hot and cold holding temperatures			X				N
K08	Time as a public health control; procedures & records	X						S
K09	Proper cooling methods			X				N
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					N

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	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		
K33	Nonfood contact surfaces clean	X	
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	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		
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

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: *Observed dried fruit was uncovered and a live cock roach crawled out of the food bin.*

Follow-up By
09/22/2026

[CA] *Food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health and shall be discarded immediately.*

[COS] *PIC threw out contaminated bin of dried food.*

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

Inspector Observations: *1. Observed Vermin: Documented in the following areas: Observed german cockroaches in all life cycles present in the following areas inside the storage room: 1 adult in between metal shelving, 1 adult in cardboard boxes, and a 1 nymph in food container.*

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: S. Lew.

4. Notification: The person in charge during inspection, Tuoi, has been informed that the facility must close immediately.

Follow-up By
09/22/2026

[CA]: *The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.*

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to DEHweb@deh.sccgov.org

2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

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

Inspector Observations: *Observed employee touch their face and then proceed to pull container of RTE from fridge to prep.*

[CA] *Properly wash hands with soap, warm water and dry using single use paper towels when switching between tasks such as before handling food, in between using equipment and handling raw meat or ready to eat foods.*

[COS] *Inspector intervened before employee was able to contaminate foods and had the employee remove gloves and wash hands for both instances.*

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: *Observed a pork soup on the stove top measuring at 128F with the burner turned off. Per PIC, this broth is served with the spicy broth at time of service and is kept warm and the burner was turned off about 30 minutes ago.*

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

[COS] *Asked PIC to turn the stove back on to reheat. Measured the temperature 5-10 minutes later at 168F.*

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

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Inspector Observations: *Observed large food containers used to cool food such as pork inside the walk-in cooler. Stacked pork measured at 43F in a large bowl.*

[CA] *Properly cool PHF's using shallow containers such as the cooking sheets, lay food on sheet in a single layer to facilitate cooling and leave food uncovered until item is cooled to 41F.*

[COS] *PIC removed pork cooling from large container, laid the pork on cooking sheet to cool, and moved back into walk-in cooler.*

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 meat slicer not visibly clean after use from this morning's meat prep.*

[CA] *Meat slicer shall be washed, rinsed and sanitized every 4 hours or less after initial use. The meat slicer must be cleaned between switching from raw food of animal origins such as beef, pork, fish, lamb or other poultry.*

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

Inspector Observations: *Observed large bucket of beef thawing on the ground near ware wash sink. Employee moved it to the food prep sink to thaw.*

[CA] *Frozen potentially hazardous food shall only be thawed in one of the following options:*

- 1. Inside walk-in cooler or freezer at 41F 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. Or as part of a cooking process.*

[COS] *Asked PIC to move the meat that was stacked on top of each other and not in contact with the water out of the sink and back into the walk-in cooler and to place the meat under running water.*

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 raw meats stored inside the walk-in cooler and walk-in freezer stored above ready to eat foods.*

[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.*

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

Inspector Observations: *Observed foods stored throughout facility on the ground.*

[CA] *Foods need to be stored at least 6 inches above the floor to prevent and protect from contamination.*

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: *Food debris was present on floor sinks, cooking equipment, and storage racks for food.*

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of food residue.*

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

Inspector Observations: *Observed wiping cloths soiled and hanging on equipment.*

[CA] *Wiping cloths shall be free of food debris and stored in a solution of an approved concentration when not in use 100 ppm - chlorine.*

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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: Observed slow leak from faucet at hand sink nearest kitchen entrance.

[CA] Repair plumbing fixture and check fixture as need to maintain in good repair.

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

Inspector Observations: Walls in storage area had food residue and debris present.

[CA] Regularly clean walls when food debris or residues are present to keep in good condition.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.
Needs Improvement - No rodents, insects, birds, or animals.
Needs Improvement - Proper cooling methods.
Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

Item	Location	Measurement	Comments
Soup broth	walk-in freezer	1.90 Fahrenheit	
Spicy beef broth	Stove top	198.00 Fahrenheit	
Sliced beef	Cold inserts on three door undercounter cooler nearest storage room	51.00 Fahrenheit	Diligent preparation
Shrimp/beef dumpling (raw)	walk in cooler	41.00 Fahrenheit	
Cooked crab cakes	Three door undercounter cooler	41.00 Fahrenheit	
warm water	handsink near cookline	78.00 Fahrenheit	PIC turned on water valve during inspection and measured at 100F.
Sliced Pork	cold inserts on three door undercounter cooler nearest storage room	52.00 Fahrenheit	Diligent preparation
warm water	handsink near walk in freezer	100.00 Fahrenheit	
Pork soup	Stove top	128.00 Fahrenheit	Reheated to 168F
Hot water	Food prep sink	120.00 Fahrenheit	
Warm water	bathroom sink	100.00 Fahrenheit	
Cooked Crab cakes	Walk-in cooler	38.00 Fahrenheit	
Sanitizer (chlorine)	Ware wash machine	25.00 PPM	Owner will do manual ware washing until the equipment is fixed.
Pork broth	Walk-in cooler	43.00 Fahrenheit	Cooling
Pork	Walk-in cooler	43.00 Fahrenheit	cooling
Hot water	3 compartment sink	120.00 Fahrenheit	
Shrimp/beef dumpling	Stove top	118.00 Fahrenheit	TPHC
Warm water	handsink near front service area	100.00 Fahrenheit	
Sausages	Cold-top inserts three door undercounter cooler	46.00 Fahrenheit	Moved from fridge 1 hour before inspection

Overall Comments:

Joint inspection and written report by Madeline Meza.

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CLOSURE / PERMIT SUSPENSION NOTICE

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 **10/1/2026**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: Tuoi Thanh Le
Owner

Signed On: September 17, 2026