

# 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 09/17/2025	
Program PR0306332 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name DANG, NANCY		Inspection Time 10:45 - 13:15
Inspected By THAO HA	Inspection Type ROUTINE INSPECTION	Consent By ANDY NGUYEN	FSC Dung Tran 05/04/2027		

Placard Color & Score

**YELLOW**

**70**

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		X			
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						
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	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		
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		
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

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

**Inspector Observations: Handwash sink in kitchen observed to have non operational handsoap dispenser. [CA] Provide accessible liquid soap at handwash sink at all times. [COS] Operator purchased loose pump handsoap and placed at handwash sink.**

Follow-up By  
09/22/2025

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

**Inspector Observations: Prep cooler to side of cookline measured to have:**

- Sliced cooked pork at 63F
- Bean sprouts at 64F
- Raw eggs at 60F
- Noodles at 69F

**Other grilled PHFs in cooler observed to be 93F - 105F(see measured observations). Per operator PHFs were cooked within the last hour and prep cooler was stocked in the last 1.5 hour for lunch service and refrigeration repair technician will be repairing unit today.**

**[CA] PHFs shall be held at 41°F or below for cold holding. When cooler is known to be broken and unable to maintain 41F temperature, discontinue use of unit and ensure PHFs are held 41F or colder.**

**[COS] Grilled PHFs were removed from cooler and placed into other prep cooler. Employees were instructed to make an ice bath and all other PHFs were placed into ice bath to keep PHFs cold.**

Follow-up By  
09/22/2025

### Minor Violations

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

**Inspector Observations: Some food handler cards observed to have been 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.**

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

**Inspector Observations: Broth observed in large plastic bucket by shelving across from cookline measured to be 140F. Per operator, soup was moved from stove about 45 minutes prior and shall be held there until needed or shall be cooled. [CA] Use active cooling techniques to rapidly cool PHFs. Spread the broth out into smaller containers, stir frequently, or use ice paddle to actively cool.**

**[COS] Broth was placed into shallow containers by fan and shall be placed into freezer to rapidly cool in 1 hour.**

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

**Inspector Observations: REPEAT VIOLATION:**

**Raw meat observed to be thawing in container on floor.**

**[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.**

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: Raw chicken on tray observed to be stored inside 2 door upright freezer above raw beef and shrimp. [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. Ensure raw poultry is below all other raw animal product to prevent cross contamination.**

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

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**Inspector Observations: Containers of meat and broth observed to be stored directly on floor of kitchen. [CA]  
Store foods 6" off of the floor to prevent cross 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: Old metal cans observed to be used to scoop rice. [CA] Provide scoops with handles in bulk food storage. Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.**

## Performance-Based Inspection Questions

N/A

## Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
Half and half	Front area 2 door upright cooler	41.00 Fahrenheit	
Bean sprouts	Grab n go cooler in front	41.00 Fahrenheit	
Cooked beef	Front area 2 door upright cooler	41.00 Fahrenheit	
Raw eggs	Side cookline prep cooler	60.00 Fahrenheit	
Cooked soup	2 door upright cooler in back	39.00 Fahrenheit	
Raw marinated chicken	1 door upright cooler in front area	39.00 Fahrenheit	
Noodles	Side cookline prep cooler	69.00 Fahrenheit	
Warm water	handwash sink	100.00 Fahrenheit	
Grilled chicken	Side cookline prep cooler	98.00 Fahrenheit	Per operator meats were cooked about 1 hour prior.
Grilled shrimp	Side cookline prep cooler	93.00 Fahrenheit	Per operator meats were cooked about 1 hour prior.
Grilled beef	Side cookline prep cooler	99.00 Fahrenheit	Per operator meats were cooked about 1 hour prior.
Sliced cooked beef	Cookline prep cooler	41.00 Fahrenheit	
Tripe	2 door upright cooler in back	38.00 Fahrenheit	
Sliced cooked pork	Cookline prep cooler	40.00 Fahrenheit	
Grilled pork	Side cookline prep cooler	105.00 Fahrenheit	Per operator meats were cooked about 1 hour prior.
Meatballs	Cookline prep cooler	41.00 Fahrenheit	
Chlorine	upright dishwasher	100.00 Fahrenheit	
Bean sprouts	Side cookline prep cooler	64.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Half and half	Grab n go cooler in front	41.00 Fahrenheit	
Tofu	Front area 2 door upright cooler	40.00 Fahrenheit	
Cooked sliced pork	Side cookline prep cooler	63.00 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 **10/1/2025**. 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.

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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:** September 17, 2025