

**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**

|   |  |  |                                   |                                      |   |
|---|--|--|-----------------------------------|--------------------------------------|---|
| <b>Facility</b><br>FA0206431 - PHO NO 2   |  | <b>Site Address</b><br>1560 N 4TH ST 103, SAN JOSE, CA 95112 |                                   | <b>Inspection Date</b><br>02/11/2026 |   |
| <b>Program</b><br>PR0301907 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11 |  |  | <b>Owner Name</b><br>PHO NO 2 LLC |                                      | <b>Inspection Time</b><br>13:00 - 14:00 |
| <b>Inspected By</b><br>LAWRENCE DODSON  | <b>Inspection Type</b><br>ROUTINE INSPECTION | <b>Consent By</b><br>CHINH DO                                | <b>FSC</b> Anh Tran<br>10/19 2030 |                                      |   |

|                                  |
|----------------------------------|
| <b>Placard Color &amp; Score</b> |
| <b>GREEN</b>                     |
| <b>72</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  |       |       |        |     |     | 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                                 | 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  |     |     |
| 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                                 |     |     |
| 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               |     |     |
| 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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| Program<br>PR0301907 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11 | Owner Name<br>PHO NO 2 LLC                            | Inspection Time<br>13:00 - 14:00 |
| K48  | Plan review   |                                  |
| K49  | Permits available                                     |                                  |
| K58  | Placard properly displayed/posted                     |                                  |

## Comments and Observations

### Major Violations

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: Employee skips sanitization as the final step in warewashing.**

**[CA] Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Use 1 TBS of bleach (5.25%) per 1 gal. of water for chlorine solution (100 PPM). Use 1 tbs of quaternary ammonium (10%) per 2 gal. of water for quaternary ammonium (200 PPM). [COS]**

**Bits of meat found on slicer. Per PIC, slicer is cleaned at the end of the day. [CA] Meat slicer shall be washed, rinsed and sanitized every 4 hours or less after initial use.**

### Minor Violations

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

**Inspector Observations: Food handler cards are not 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.**

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

**Inspector Observations: Hand wash sink by warewash station is obstructed by stored items.**

**[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.**

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

**Inspector Observations: Various PHF held in preparation refrigerator measured >41F,<135F.**

**[CA] PHFs shall be held at 41°F or below or at 135°F or above.**

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

**Inspector Observations: Old rodent droppings found on floor of dry storage room.**

**[CA] Clean and sanitize area of old droppings.**

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

**Inspector Observations: Open bulk bags of food found in dry storage room.**

**[CA] Store open bulk foods in approved NSF containers with tight fitting lids.**

**Boxed food found stored directly on the floor of the walk-in refrigerator.**

**[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.**

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: Ambient temperature of preparation refrigerator measured at 49F. [CA] Refrigeration must be capable of maintaining PHFs at 41°F or below.**

**Butane burners found stored in dry storage room.**

**[CA] All utensils and equipment shall be approved, installed properly, & meet applicable standards.**

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

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**Inspector Observations: wet/soiled wiping cloths found stored on preparation tables.**

**[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).**

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.**

**Opening larger than 1/4" found at ceiling in kitchen.**

**[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.**

## Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

## Measured Observations

| Item                     | Location                 | Measurement       | Comments |
|--------------------------|--------------------------|-------------------|----------|
| bean sprouts             | preparation table        | 40.00 Fahrenheit  |          |
| walk-in refrigerator     | storage                  | 34.00 Fahrenheit  |          |
| tofu                     | preparation refrigerator | 49.00 Fahrenheit  |          |
| preparation refrigerator | cook line                | 49.00 Fahrenheit  |          |
| cooked pork              | preparation refrigerator | 49.00 Fahrenheit  |          |
| water                    | hand wash sink           | 100.00 Fahrenheit |          |
| water                    | 3 compartment sink       | 120.00 Fahrenheit |          |
| cooked beef              | walk-in refrigerator     | 36.00 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 **2/25/2026**. 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.

## Legend:

|               |                                 |
|---------------|---------------------------------|
| <b>[CA]</b>   | Corrective Action               |
| <b>[COS]</b>  | Corrected on Site               |
| <b>[N]</b>    | Needs Improvement               |
| <b>[NA]</b>   | Not Applicable                  |
| <b>[NO]</b>   | Not Observed                    |
| <b>[PBI]</b>  | Performance-based Inspection    |
| <b>[PHF]</b>  | Potentially Hazardous Food      |
| <b>[PIC]</b>  | Person in Charge                |
| <b>[PPM]</b>  | Part per Million                |
| <b>[S]</b>    | Satisfactory                    |
| <b>[SA]</b>   | Suitable Alternative            |
| <b>[TPHC]</b> | Time as a Public Health Control |



Received By: chinh do  
PIC  
Signed On: February 11, 2026