

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 FA0252306 - PHO HA NOI SAN JOSE		Site Address 10100 S DE ANZA BL, CUPERTINO, CA 95014		Inspection Date 06/10/2025		Placard Color & Score GREEN 79		
Program PR0367203 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO		Inspection Time 13:45 - 14:50			
Inspected By DENNIS LY		Inspection Type ROUTINE INSPECTION		Consent By VY				FSC Van Tran 7/21/26

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						S
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures			X				
K08	Time as a public health control; procedures & records	X						S
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		X			
K14	Food contact surfaces clean, sanitized			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		
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	X	
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		
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

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

Inspector Observations: Employee observed handling raw beef with their hand and then proceeded to handle cooked meats with same hand. [CA] Employee shall not adulterate food by cross-contaminating ready-to-eat foods with raw meat. Employee shall wash hands after handling raw meats or use designated tongs to prevent cross-contamination.

[COS] The bowl with the cook meats prepared by employee was discarded.

Minor Violations

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

Inspector Observations: Potentially hazardous foods measured at improper cold holding temperatures. In the food prep unit located across the cook top, cooked beef measured at 47F. Inside the food prep unit used for spring rolls: rice noodles, cooked shrimp, and cooked pork is measured at 46 - 49F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F.

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, 114125(b), 114141

Inspector Observations: 1) Chlorine sanitizer for dishwasher located behind the front counter is measured at 0 ppm. Dishwasher was not in use at time of inspection. [CA] Maintain chlorine in mechanical warewash machine at 50 PPM.

2) Black mold-like substance observed on the inside panel of the ice machine. [CA] Frequently clean and sanitize the inside panel of the ice machine.

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

Inspector Observations: Observed two dead adult cockroaches on a glue trap located in the upstairs storage room. [CA] A food facility shall be kept free of vermin and vermin activity.

Did not observed other evidence of a vermin infestation elsewhere in the facility. Reviewed most recent pest control service report dated, 6/5/25. Service report does not note any infestation and only states "treated for roach and rodent control"

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: Cloth towel is observed used and stored in direct contact with mint in the food prep unit used for spring rolls. [CA] Discontinue the use of cloth towels in direct with food, used approved, single use materials.

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

Inspector Observations: Wiping towels are observed used, reused, and stored on food prep surfaces. [CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

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Measured Observations

Item	Location	Measurement	Comments
Chicken broth	Cook top	199.00 Fahrenheit	
Rice noodles	Food prep unit for spring rolls	47.00 Fahrenheit	
Chicken	Walk-in cooler	45.00 Fahrenheit	Cooling
Beef from short rib	Food prep unit by cook line	47.00 Fahrenheit	
Bean sprouts	Prep unit behind front counter	41.00 Fahrenheit	
Brisket	Walk-in cooler	40.00 Fahrenheit	
Chicken	Walk-in cooler	38.00 Fahrenheit	
Shrimp	Food prep unit for spring rolls	47.00 Fahrenheit	
Beef ball	Food prep unit by cook line	41.00 Fahrenheit	
Brisket	Food prep unit by cook line	40.00 Fahrenheit	
Raw beef	Food prep unit by grill	41.00 Fahrenheit	
Short rib	By cook line	110.00 Fahrenheit	TPHC
Beef	Cooked at grill	159.00 Fahrenheit	
Oxtail	By cook line	194.00 Fahrenheit	TPHC
Hot water	Handwash sink	100.00 Fahrenheit	
Bean sprouts	Food prep unit for spring rolls	48.00 Fahrenheit	
Chlorine sanitizer	Dishwasher behind front counter	0.00 PPM	
Milk	Reach-in cooler behind front counter	41.00 Fahrenheit	
Raw pork	Walk-in cooler	38.00 Fahrenheit	
Raw beef	Food prep unit by cook line	41.00 Fahrenheit	
Pork	Food prep unit for spring rolls	49.00 Fahrenheit	
Chicken	Food prep unit by cook line	41.00 Fahrenheit	
chicken	Food prep unit by grill	40.00 Fahrenheit	
Sticky rice	Walk-in cooler	41.00 Fahrenheit	
Chlorine sanitizer	Dishwasher	100.00 PPM	
Pork chop	Cooked at grill	157.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Tofu	Food prep unit by grill	40.00 Fahrenheit	
Beef broth	Cook top	207.00 Fahrenheit	
Peanut sauce	Hot holding	145.00 Fahrenheit	

Overall Comments:

Routine inspection conducted in conjunction with CO0157062.

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 6/24/2025. 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: Alex Le
Server
Signed On: June 10, 2025