

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 FA0270066 - PHO 24		Site Address 747 S WINCHESTER BL 100, SAN JOSE, CA 95128		Inspection Date 09/23/2025		Placard Color & Score YELLOW 73		
Program PR0402002 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name PHO 24 CALI, LLC		Inspection Time 14:20 - 15:20			
Inspected By HINA WYNE		Inspection Type ROUTINE INSPECTION		Consent By GIAANG				FSC MINH NGUYEN 01/27/20230

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							
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					N
K07	Proper hot and cold holding temperatures		X					N
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						S
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		X
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		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

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

Inspector Observations: ONLY HAND WASHING SINK IN THE KITCHEN WAS BLOCKED WITH SOY SAUCE BUCKETS.

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

Follow-up By
09/26/2025

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

Inspector Observations: 1. BUCKET OF SPICY BEEF BROTH WAS MEASURED 50 F (INSIDE THE WALK IN COOLER SINCE YESTERDAY. MUST BE VC & D).

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

[SA] WALK IN COOLER SHALL BE REPAIRED IMMEDIATELY AND KEPT PHF INSIDE THE OTHER COLD HOLDING UNIT.

Follow-up By
09/26/2025

2. CONTAINER OF BEAN SPROUT WAS MEASURED 50 F.

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

[SA] ADD ICE MORE OFTEN TO MAINTAIN TEMPERATURE AT MINIMUM 41F AND BELOW.

Minor Violations

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

Inspector Observations: DEEP BUCKETS IN USE FOR STORING BROTH.

[CA] Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids.

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: MULTIPLE SOY SAUCE BUCKETS IN USE FOR STORING FOOD.

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

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: WALK IN COOLER LACK MONITORING THERMOMETER.

[CA] The thermometer in the reach-in refrigerator shall be placed where it is easily visible while checking refrigerator temperature.

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: DIRTY WATER BUCKET WITH MOP LEFT NEAR JANITORIAL SINK.

[CA] After use, dirty water shall be drained and mops shall be placed in a position that allows them to air-dry without soiling walls, equipment, or supplies.

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

Inspector Observations: BROKEN AND MISSING TILES NEAR COOK LINE.

[CA] Repair the wall with a durable, smooth, nonabsorbent, and easily cleanable surface.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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Measured Observations

Item	Location	Measurement	Comments
HOT WATER	3-COMP SINK	120.00 Fahrenheit	
TOFU	WALK IN COOLER	43.00 Fahrenheit	
SHRIMPS	PREP COOLER 2	38.00 Fahrenheit	
HOT WATER	HAND WASHING	100.00 Fahrenheit	
BEAN SPROUT	CONTAINER	50.00 Fahrenheit	
CHICKEN BROTH	STOVE	180.00 Fahrenheit	
HOT WATER	HAND WASHING RESTROOM	100.00 Fahrenheit	
SPICY BEEF BROTH	WALK IN COOLER	50.00 Fahrenheit	
BEEF TENDERS	PREP COOLER 1	38.00 Fahrenheit	
BEEF TENDERS	WALK IN COOLER	44.00 Fahrenheit	
CHLORINE SANITIZER	DISHWASHER	50.00 PPM	
MEAT BALLS	FREEZER	20.00 Fahrenheit	

Overall Comments:

DURING THE ROUTINE INSPECTION FOLLOWING WAS OBSERVED:

1- WALK IN COOLER HAS A AMBIENT TEMPERATURE OF 50F NEAR DOOR AND BACK AREA HAS A AMBIENT TEMPERATURE OF 45 F.

2- REPAIR / FIX THE WALK IN COOLER IMMEDIATELY TO MAINTAIN TEMPERATURE AT 41F AND BELOW.

3- DO NOT BLOCK HAND WASHING SINK AND KEEP IT ACCESSIBLE FOR HAND WASHING.

FACULTY HAS A "YELLOW" PLACARD AND A FOLLOW- INSPECTION WILL BE DONE ON 9/26/25 AT 11:00AM.

PLEASE CALL HINA WYNE, REH AT 408-918-3475 IF UNABLE TO CORRECT THE VIOLATION BY 9/26/25 OR CALL FOR A EARLIER INSPECTION.

Please contact our Hina Wyne, REHS at 408918-3475 if you have any question. hina.wyne@deh.sccgov.org

****Subsequent follow-up inspection after first follow up shall be billed \$298/hr during business hours and \$645/hr (minimum of 2 hours) during nonbusiness hours upon availability. ****

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 **10/7/2025**. 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: GIAANG
PIC
Signed On: September 23, 2025