

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 FA0251231 - PHO HA	Site Address 951 MCLAUGHLIN AV, SAN JOSE, CA 95122	Inspection Date 12/19/2024
Program PR0364601 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name BUI, HOANG	Inspection Time 10:30 - 11:40
Inspected By HENRY LUU	Inspection Type FOLLOW-UP INSPECTION	Consent By HOANG B.

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

Cited On: 12/17/2024

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

This violation found not in compliance on 12/19/2024. See details below.

Cited On: 12/17/2024

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

Compliance of this violation has been verified on: 12/19/2024

Cited On: 12/17/2024

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

This violation found not in compliance on 12/19/2024. See details below.

Cited On: 12/19/2024

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

Inspector Observations: Cockroach activity observed at the following locations:

Follow-up By
12/23/2024

- 2+ dying cockroaches observed crawling on floor at the entrance into the kitchen.
- 2+ live cockroaches observed at the back right leg of the domestic toaster over by the grill.
- 5+ dead cockroaches observed on the floor underneath the preparation table in front of the grill.
- 1 live cockroach observed crawling on floor from the stock pot range to underneath the food preparation refrigerator in the middle of the kitchen.
- 2 dead cockroaches observed inside the soap dispenser at the hand wash station.
- 1 dead cockroach observed inside the water boiler for cooking noodles.
- 1 live cockroach observed inside the components of the boiler for cooking noodles.
- 1 dead cockroach observed in the water of the mechanical dish machine.
- 2+ live cockroaches observed crawling underneath the three-compartment sink behind the three bus tubs stored on the floor for utensils.
- Numerous live and dead cockroaches observed on the base of the water heater.

Facility was serviced by pest control company on 12/17/2024.

[CA] The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s). The food facility shall cease operation of the food facility immediately. The food facility shall remain closed until: there is no longer evidence of a vermin infestation; all contaminated surfaces have been cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborages have been resolved.

Minor Violations

Cited On: 12/19/2024

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

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Inspector Observations: Heavy accumulation of grease and food debris observed in-between cooking equipment at the cook line, underneath the preparation table in front of the grill, etc.

[CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

Cited On: 12/19/2024

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

Inspector Observations: Heavy accumulation of grease and food debris observed on floors underneath the cook line.

Heavy accumulation of debris observed at the corner below the preparation table outside of the walk-in freezer.

[CA] Clean under equipment to remove accumulation of debris.

Measured Observations

N/A

Overall Comments:

- On-site for operator scheduled follow-up inspection after facility was closed during a routine inspection on 12/17/2024 due to evidence of a cockroach infestation.

- Facility it to remain closed until vermin infestation is completely abated.

- See violations above.

- Provide pest control reports upon follow-up if additional service is conducted.

- Continue to clean facility to prevent harborage of vermin.

- Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.

- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

**** Note: Facility shall not be operating on a suspended health permit, i.e., cooking, preparation of food, etc.**

- A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

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 **1/2/2025**. 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.

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.

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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



Received By: Hoang B.
Owner
Signed On: December 19, 2024