

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 FA0230530 - PHO NOW		Site Address 505 W CAPITOL EX, SAN JOSE, CA 95136		Inspection Date 10/10/2025		Placard Color & Score GREEN 83		
Program PR0330572 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name TWO MONKEYS CORPORAT		Inspection Time 12:40 - 14:00			
Inspected By MARCELA MASRI		Inspection Type ROUTINE INSPECTION		Consent By PHUONG NGUYEN				FSC PHUONG NGUYEN 3-10-29

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				S
K07	Proper hot and cold holding temperatures		X		X			S
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						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	X	
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
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

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

Inspector Observations: FOUND EGG ROLLS STORED IN THE KITCHEN AT ROOM TEMPERATURE. [CA] KEEP COLD POTENTIALLY HAZARDOUS FOOD AT 41F OR BELOW. COS. THE EGG ROLLS WERE PLACED IN THE REFRIGERATOR.

Minor Violations

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

Inspector Observations: A COUPLE OF FROZEN JUGS WITH TEA WERE INSIDE THE HAND WASH SINK IN THE FRONT AREA. [CA] KEEP THE HAND WASH SINK ACCESSIBLE AT ALL TIMES.

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: FOUND A HOT HOLDING ELECTRICAL UNIT AND TWO NINJA AIR FRYERS THAT ARE NOT COMMERCIAL NSF APPROVED. [CA] NEW AND/OR REPLACEMENT FOOD EQUIPMENT SHALL BE CERTIFIED OR CLASSIFIED FOR SANITATION BY AN AMERICAN NATIONAL STANDARDS INSTITUTE (ANSI) ACCREDITED CERTIFICATION PROGRAM (E.G. NSF, UL EPH, UL SANITATION, CSA SANITATION, OR ETL SANITATION). REMOVE FROM PREMISES AND PRIOR TO REPLACING THIS EQUIPMENT, ENSURE IT IS FOOD GRADE AND APPROVED BY THE PLAN CHECK DEPARTMENT.

FOUND WET MICROFIBER TOWELS COVERING THE NOODLES AND THE MINT/BASIL IN THE KITCHEN. [CA] DO NOT USE MICROFIBER TOWELS TO COVER FOOD

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: THE LIGHT IN THE WALK IN COOLER IS IN DISREPAIR. [CA] REPAIR THE LIGHT.

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

Inspector Observations: FOUND A WIPING CLOTHS STORED ON THE COUNTER IN THE FRONT SERVICE AREA. [CA] STORE WIPING CLOTHS IN A SANITIZING SOLUTION WHILE NOT IN USE.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
RICE	HOT HOLDING	150.00 Fahrenheit	
MEAT	SERVICE REFRIGERATOR	35.00 Fahrenheit	
MEAT	REACH IN FREEZER	6.00 Fahrenheit	
EGGS	WALK IN COOLER	40.00 Fahrenheit	
SHRIMP	REACH IN FREEZER	39.00 Fahrenheit	
HOT WATER	HAND WASH SINK	100.00 Fahrenheit	
MEAT	COOKING TEMP	188.00 Fahrenheit	
NOODLES	HOT HOLDING	190.00 Fahrenheit	
BEAN SPROUTS	REACH IN REFRIGERATOR	40.00 Fahrenheit	
SPRING ROLLS	SERVICE REFRIGERATORQ	40.00 Fahrenheit	
HOT WATER	3 COMPARTMENT SINK	120.00 Fahrenheit	
PORK	WALK IN COOLER	40.00 Fahrenheit	
PORK	REACH IN FREEZER	7.00 Fahrenheit	
CHICKEN	REACH IN FREEZER	6.00 Fahrenheit	
PHO	COOKING TEMP	192.00 Fahrenheit	
MEAT BALLS	REACH IN REFRIGERATOR	40.00 Fahrenheit	

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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 **10/24/2025**. 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: PHUONG NGUYEN
OWNER

Signed On: October 10, 2025