

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 FA0281433 - PHO HA NOI		Site Address 969 STORY RD 6039, SAN JOSE, CA 95122	Inspection Date 09/24/2026
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14		Owner Name HANOI BISTRO INC	Inspection Time 11:30 - 13:00
Inspected By FRANK LEONG	Inspection Type FOLLOW-UP INSPECTION	Consent By JULIA NGUYEN	

Placard Color & Score

GREEN
N/A

Comments and Observations

Major Violations

Cited On: 09/14/2026

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

Compliance of this violation has been verified on: 09/24/2026

Cited On: 09/14/2026

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

This violation found not in compliance on 09/24/2026. See details below.

Cited On: 09/14/2026

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Compliance of this violation has been verified on: 09/24/2026

Cited On: 09/14/2026

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

Compliance of this violation has been verified on: 09/24/2026

Minor Violations

N/A

Measured Observations

N/A

Overall Comments:

Follow-up inspection for conditional pass due to hands not clean, improper holding temperatures, improper use of TPHC, and food contamination and adulteration.

The following MAJOR violations have been corrected:

K05M - Hands not clean

- No improper handling of potentially hazardous foods occurred during time of inspection.
- Previous violation noted for handling raw meat and cooked ready to eat food has been corrected with the use of tongs, and separation of employee food handling.

K08M - Improper use of TPHC

- Observed red stickers and use of posted TPHC procedure for the following hours (10:00am - 2:00pm, 2:00pm to 6:00pm, and 6:00pm to 10:00pm).
- Noted containers in the undercounter refrigeration and other storage areas with red sticker residue and residual stickers. Discussed with operator to ensure only food items maintained under TPHC are labeled with stickers.
- Discussed with management that posted TPHC procedure in a specific location does not provide sufficient labeling for food items in areas away from the procedure (such as the storage area for beef ribs stored across and away from the area for pho preparation).
- Discussed with management that strict organization and procedural labeling is required for use of TPHC. Continued improper use of TPHC may result in revocation for use, and immediate discard of potentially hazardous foods.

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K13M - Food contamination and adulteration

- ***No contamination and adulteration of food occurred during time of inspection.***
- ***All employees shall be sufficiently trained to prevent contamination and have understanding when food has been contaminated, and the actions necessary to produce safe food (such as cooking raw meat or discarding contaminated food).***

The following MAJOR violation was not corrected:

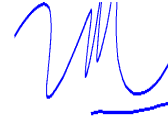
K07M and K35 - Improper holding temperatures and equipment not in good repair

- ***Measured potentially hazardous foods in the 2 door prep unit, and the 3 door prep unit between 45F and 65F. Discussed with operator that all potentially hazardous foods shall be maintained in refrigeration at 41F and below. Cooked and cooling or prepared potentially hazardous foods shall be fully cooled to 41F prior to storage in the insert prep top of prep units.***
- ***All potentially hazardous foods stored in the undercounter refrigeration was stored from 10:00am. Operator added ice and placed in ice baths to maintain proper holding temperatures.***
- ***Discussed with operator that any potentially hazardous foods that are difficult to maintain at 41F and below may be maintained using TPHC, but require adherence to requirements.***

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 **10/8/2026**. 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:

[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: JULIA NGUYEN
REGIONAL MANAGER
Signed On: September 24, 2026