

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 FA0213461 - PHO NAM RESTAURANT		Site Address 1205 WILDWOOD AV, SUNNYVALE, CA 94089		Inspection Date 03/10/2025		Placard Color & Score GREEN 84		
Program PR0303360 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name LAWRENCE FOODS INC		Inspection Time 10:15 - 12:15			
Inspected By THAO HA		Inspection Type ROUTINE INSPECTION		Consent By THE G NGO				FSC The G Ngo 10/9/2025

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						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures			X	X			
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	
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	X	
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	X	
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	X	
K39	Thermometers provided, accurate		
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		
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

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations: *Bean sprouts and eggs on counter top measured to be 46F and 49F. Per operator bean sprouts 30 minutes prior were just washed and were draining in basket. Per operator eggs were taken out for use during lunch. [CA] Keep PHFs at 41F and below for cold holding. [COS] Both eggs and sprouts were placed into under the counter cooler. Sprouts were kept in basket to continue draining inside cooler and eggs shall be taken out as needed.*

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, 14125(b), 114141

Inspector Observations: *Dishwasher measured to have 10ppm chlorine. [CA] Maintain chlorine in mechanical warewash machine at 50 PPM.*

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: *Large bones observed to be thawing in standing water in 2-comp sink. Bones measured to be 48F and meat on bones measured to be 32F. Meat on bones felt partially frozen still. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.*

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

Inspector Observations: *1) Handles and doors to coolers, shelving, and shelf under prep tables observed to be grimy with accumulated debris. Fans in walk in cooler observed to be dusty [CA] Clean non-food contact surfaces and ensure equipment is free from dirt and debris.*
****REPEAT VIOLATION****

2) Fan guards in walk in cooler observed to have build up dust and debris. [CA] Clean fan guards in walk in cooler.

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: *1) Plastic foam boards and cardboard observed to be used as liners for shelves. [CA] Discontinue use of plastic foam boards for liners. Provide durable, nonabsorbent, smooth, multiuse liners that may be washed, cleaned and sanitized.*
****REPEAT VIOLATION****

2) Single use to-go containers without handles use as scoops in rice and dry bulk foods. [CA] Provide durable multiuse scoops with handles. Ensure handles are stored such that they are not in contact with food to prevent cross contamination.
****REPEAT VIOLATION****

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

Inspector Observations: *Type 2 hood observed over dishwasher observed to be boarded up and not in use. [CA] Repair type 2 hood and use ventilation when using dishwasher.*
****REPEAT VIOLATION****

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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: 1) Fly paper observed to be on ceiling over dishwashing area. [CA] Fly zapper and other pest control devices shall be kept away from areas of food prep, food storage, and equipment storage. **REPEAT VIOLATION**

2) Employees' open drinks observed to be kept in kitchen prep. [CA] Provide drinks with lids and straws to prevent cross contamination. Provide separate area to store employees drinks in kitchen.

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
Tripe	cookline prep cooler	39.00 Fahrenheit	
bean sprouts	Right 2 door reach in cooler	43.00 Fahrenheit	Per operator bean sprouts were just washed within the last 30 minutes
Eggs	On top of under the counter cooler	48.00 Fahrenheit	
Bean sprouts	On top of under the counter cooler	45.00 Fahrenheit	
Pho broth	Walk in cooler	39.00 Fahrenheit	
Cooked beef bones	Right 2 door reach in cooler	41.00 Fahrenheit	
Cooked noodles	Left 2 door reach in cooler	41.00 Fahrenheit	
Meat balls	cookline prep cooler	40.00 Fahrenheit	
Beef stew	Left 2 door reach in cooler	41.00 Fahrenheit	
Cooked beef bone	Walk in cooler	40.00 Fahrenheit	
Hot water	2-comp sink	120.00 Fahrenheit	
Raw chicken	Walk in cooler	40.00 Fahrenheit	
Raw sliced beef	cookline prep cooler	39.00 Fahrenheit	
chlorine	upright dishwasher	10.00 Fahrenheit	
Warm water	handwash sink	100.00 Fahrenheit	
grilled chicken	off of grill	179.00 Fahrenheit	

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 **3/24/2025**. 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: The Ngo
Manager
Signed On: March 10, 2025