

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 09/14/2026		Placard Color & Score YELLOW 49		
Program PR0422570 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO INC		Inspection Time 11:00 - 15:30			
Inspected By FRANK LEONG		Inspection Type ROUTINE INSPECTION		Consent By MAI NGUYEN				FSC HARRISON NGUYEN 02/25/2027

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		X			N
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures		X		X			N
K08	Time as a public health control; procedures & records		X		X			N
K09	Proper cooling methods			X	X			N
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						S

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	X	
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified	X	
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	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored	X	
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
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

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

Inspector Observations: *Observed employee preparing raw meat and switch to preparing ready to eat vegetables with the same gloves.*

Follow-up By
09/17/2026

[CA] *Properly wash hands with soap, warm water and dry using single use paper towels. Change gloves when switching from handling raw meat to handling ready to eat vegetables.*

[COS] *Employee removed gloves and properly washed hands before returning to food preparation.*

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

Inspector Observations: *Measured multiple PHF's between 49F-68F including ham, pork, and chicken in cold insert table above the two door under counter cooler. Per PIC, these items were placed in cold inserts less than 2 hours prior. Measured ambient air temperature at 52F.*

Follow-up By
09/17/2026

Measured additional PHFs between 45F-86F including brisket, cooked beef, raw beef, chicken organs, beef tendon, meatballs, hot meatballs, and hot tendon on the cold inserts on top of three door under counter cooler. Measured ambient air temperature at 68F.

Towards the kitchen exit, measured bean sprouts at 58F in the three door under counter cooler.

[CA] *PHFs shall be held cold at 41F and below or held hot at 135F and above.*

[COS] *PIC facilitated proper holding temperatures using an ice bath beneath the PHFs on the cold insert table. By the cookline, all PHFs stored within the two door undercounter refrigerator and three door undercounter refrigerator moved to the walk-in cooler to facilitate proper holding temperatures. The table top items were placed on TPHC and educated PIC to throw away items after 4 hours.*

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

Inspector Observations: *To the left of the cookline, measured bean sprouts at 80F and beef ribs at 120F. Per PIC, PHFs maintained being maintained using TPHC. No time label was placed on PHFs.*

Follow-up By
09/17/2026

[CA] *When time only is used as a public health control, potentially hazardous foods such as bean sprouts and cooked meat shall be time marked to indicate when item is removed from temperature control and served within 4 hours or discard.*

[COS] *PIC time marked PHF's to be served within 4 hours from when removed from temperature control or discard.*

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

Inspector Observations: *Observed raw beef falling into container of cooked meatballs during food preparation.*

[CA] *Cooked food is contaminated if it contains any raw meat contamination and shall be properly cooked and reheated or discarded.*

[COS] *Employee reheated container of cooked meatballs to 165F.*

Minor Violations

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

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Inspector Observations: *In the walk-in cooler, measured 3-4 large containers of beef ribs covered in plastic wrap at 90F. Per PIC, beef ribs cooling for less than 2 hours.*

[CA] Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Avoid cooling large pieces of meat in large containers and leave uncovered during cooling process to allow hot air to ventilate.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations: *Observed unapproved food preparation of dry ingredients in the office.*

[CA] Food preparation shall only occur in approved areas.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: *Observed container of cooked soup stored on the ground in the kitchen area.*

[CA] Food shall be stored at least 6 inches above the floor on approved shelving to prevent contamination.

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: *Observed blue and grey containers stored in the kitchen area. Per PIC, containers used for soup storage. No distinguishable marking as a food safe container. Unable to properly verify container as food safe.*

[CA] All utensils and 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). Discontinue use of unapproved containers for food storage.

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: *Observed bowls for food service stored on shelving immediately to the left of the mop sink.*

[CA] Install a splash guard or barrier near mop sink to prevent clean equipment from possible contamination.

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

Inspector Observations: *Observed wiping cloths throughout the facility stored on equipment, counters, and food prep counters.*

[CA] Used wiping cloths shall be stored in sanitizing solution of an approved concentration when not in use. The solution should follow either of these concentration guidelines: either 100 ppm chlorine OR 200 ppm quaternary ammonium.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: *Observed a leak in plumbing below the hand wash sink by the warewash station.*

[CA] Repair hand wash station plumbing fixture and maintain in good repair.

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: *Observed back door to storage area propped open.*

[CA] Keep back door closed at all times to prevent an entrance for vermin and harborage of vermin.

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

Inspector Observations: *Observed holes in the ceilings in the food storage area by the front service area. Multiple broken tiles and damaged flooring throughout the facility. In the walk-in freezer, observed floor was lifting.*

[CA] Replace broken flooring with tiles that are smooth, durable, and constructed of nonabsorbent material that is easily cleanable. Seal all openings throughout the facility to prevent an entrance for vermin.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.
 Needs Improvement - Time as a public health control; procedures & records.
 Needs Improvement - Proper hot and cold holding temperatures.
 Needs Improvement - Proper cooling methods.

Measured Observations

Item	Location	Measurement	Comments
Hot water	handwash sink	100.00 Fahrenheit	
Beef ribs	Walk-in cooler near cookline	90.00 Fahrenheit	Large containers of ribs cooling
Cooked pork	Walk-in freezer near warewash	64.00 Fahrenheit	Active cooling
Cooked pork	Table top cold inserts at two door prep unit	49.00 Fahrenheit	
Multiple PHFs	Three door undercounter fridge	78.00 Fahrenheit	Raw beef, tendon, sliced beef, and raw meatballs ranging from 68-78F.
Rice noodle	Container near cook line	80.00 Fahrenheit	TPHC
Hot water	3 compartment sink	120.00 Fahrenheit	
Cooked chicken	Table top cold inserts at two door prep unit	68.00 Fahrenheit	
Cooked shrimp	Table top cold inserts at two door prep unit	70.00 Fahrenheit	TPHC
Chlorine	Undercounter warewash	50.00 PPM	
Meatballs	Prep area near cookline	90.00 Fahrenheit	
Sliced brisket	Table top cold inserts near cookline over three door prep unit	50.00 Fahrenheit	
Coconut milk/flour mixture	Prep area	65.00 Fahrenheit	Active prep
Chicken soup	Soup cookline	145.00 Fahrenheit	
Pork belly	Walk-in freezer near warewash	39.00 Fahrenheit	
Ground pork	Walk in cooler near warewash	36.00 Fahrenheit	
Half & half	4 door display cooler	38.00 Fahrenheit	
Cooked ham	Table top cold inserts at two door prep unit	51.00 Fahrenheit	
Bean Sprouts	Prep area	80.00 Fahrenheit	
Hot water	Food prep sink	150.00 Fahrenheit	

Overall Comments:

Joint inspection with Madeline Meza.
Report written by Madeline Meza and Frank Leong.

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 **9/28/2026**. 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.

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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: MAI NGUYEN
LEAD
Signed On: September 14, 2026