

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 FA0204474 - PHO HA NOI PALO ALTO		Site Address 185 UNIVERSITY AV, PALO ALTO, CA 94301		Inspection Date 09/03/2026	
Program PR0301317 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANOI BISTRO INC		Inspection Time 12:00 - 15:15
Inspected By TRAVIS KETCHU	Inspection Type ROUTINE INSPECTION	Consent By JULY HUYNH	FSC Harrison Nguyen /25/2027		

Placard Color & Score

GREEN
72

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						
K07	Proper hot and cold holding temperatures						X		X			
K08	Time as a public health control; procedures & records					X						
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						S
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									X	
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									X	
K37	Vending machines										
K38	Adequate ventilation/lighting; designated areas, use										
K39	Thermometers provided, accurate										
K40	Wiping cloths: properly used, stored										
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									X	
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

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

Inspector Observations: 1. Measured sliced pork at 50 F, raw flank steak at 44 F and fried tofu at 50 F within the top portion of the 3 door preparation refrigerator (containers were stacked above the units fill line). PIC meat items were sliced and prepped and hour prior to putting inside unit.

2. Measured PHF's within the cook line walk in refrigerator at 47 F to 54 F (see measured observations). Ambient temperature of the unit measured at 53 F. PIC stated that the unit was measured 38 F 1 hour prior.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] PHF's within the preparation refrigerator were time marked via TPHC stickers with a discard time of 2pm. Door to the walk in refrigerator kept closed. Ambient temperature of the unit remeasured at 40F to allow foods to be cooled to and held at 41 F or below.

Minor Violations

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

Inspector Observations: Whole cooked chickens in still water in food prep sink measured at 83F. PIC said it was done cooking at 11am and placed within the preparation sink.

[CA] After heating or hot holding, 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. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Ice added to the cooked chicken to allow for rapid cooling.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: The hand wash sink near dish washing room measured at 115F, no mixing valve present in this unit.

The water temperature measured at 128 F though an automatic mixing valve from the hand wash sink at the secondary cook line.

[CA] Hand washing facilities equipped with a mixing valve that is not readily adjustable at the faucet, shall provide warm water at least 100°F, but not greater than 108°F. Other hand wash sinks available in kitchen

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: The preparation of waffles on the customer bar top within the dining area.

[CA] Food preparation shall only occur in approved areas. Relocate waffle preparation behind the bar or within the kitchen.

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: Measured the ambient temperature of the cook line walk in refrigerator at 54 F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below at all times. Adjust units thermostat so that it maintains 41 f or below during high usage.

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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: Cooked rice at the cook line and raw veggies in the walk in refrigerator were stored in non-food grade bag(stored in plastic grocery bags) .

[CA] Instructed PIC to transfer food in container or bag that was food-grade approved.

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: The hose bib with a hose attached below the three compartment sink lacks a vacuum breaker to prevent back flow.

[CA] The potable water supply shall be protected with a backflow or back siphonage protection device.

The water discharge pipe from the of the double oven is leaking onto the floor at the cook line.

[CA] Repair plumbing fixture and maintain in clean and good repair.

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: Toilet paper stored on the toilet back within the employee restroom.

[CA] Toilet tissue shall be provided in a permanently installed dispenser at each toilet.

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 a gap of larger than 1/4 inch below and between the rear double doors leading into the facility.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

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

Inspector Observations: Observed the wall FRP to be in disrepair at the hallway leading to the downstairs storage area.

Observed broken FRP corners at the hallway adjacent to the walk in refrigerator.

[CA] Repair the wall with a durable, smooth, nonabsorbent, and easily cleanable surface.

Holes in the wall of the downstairs storage room.

[CA] Repair holes in structure and maintain in good repair to prevent pest harborage.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Measured Observations

Item	Location	Measurement	Comments
garlic noodles	walkin fridge	48.00 Fahrenheit	
ambient	walk in fridge	43.00 Fahrenheit	
cooked brisket	walkin fridge	48.00 Fahrenheit	
hot water	handwash sink	115.00 Fahrenheit	other hand wash sinks available for use
ground pork slices	cold-holding unit	49.00 Fahrenheit	was put in an hour ago, PIC said 11:30am
sanitizer solution	dishwasher at bar	50.00 PPM	
raw beef	walk in fridge	50.00 Fahrenheit	
sanitizer solution	dishwasher machine	50.00 PPM	
sliced tomoatoes	cold-holding unit	39.00 Fahrenheit	
hard boild eggs	food prep cart	65.00 Fahrenheit	cooling
whole chicken	food prep sink	83.00 Fahrenheit	thawing
raw-flank steak	cold-holding unit	44.00 Fahrenheit	was sliced an put in unit 45 mins ago
hot water	3- comp. sink	120.00 Fahrenheit	
sliced pork	walk in fridge	54.00 Fahrenheit	
handwash sink	customer restroom	100.00 Fahrenheit	
cooked rice	food prep cart	160.00 Fahrenheit	cooling

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Overall Comments:

Joint inspection with and report written by Belin Zepeda.

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 **9/17/2026**. 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: JULY HUYNH
LEADER

Signed On: September 03, 2026