## 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

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### OFFICIAL INSPECTION REPORT

<table>
<thead>
<tr>
<th>Facility</th>
<th>Site Address</th>
<th>Inspection Date</th>
<th>Placard Color &amp; Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA0204790 - PHO BANH MI</td>
<td>405 UNIVERSITY AV, PALO ALTO, CA 94301</td>
<td>04/09/2019</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Owner Name</th>
<th>Inspection Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR0302970 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14</td>
<td>LUONG, MY</td>
<td>13:15 - 14:15</td>
</tr>
</tbody>
</table>

**Inspected By**: JESSICA ZERTUCHE 
**Inspection Type**: FOLLOW-UP INSPECTION 
**Consent By**: THAI AND JADE

### Comments and Observations

#### Major Violations

**Cited On: 03/26/2019**

**K06 - 8 Points** - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

*Compliance of this violation has been verified on: 04/09/2019*

**Cited On: 03/26/2019**

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

*Compliance of this violation has been verified on: 04/09/2019*

**Cited On: 03/26/2019**

**K09 - 8 Points** - Improper cooling methods; 114002, 114002.1

*Compliance of this violation has been verified on: 04/09/2019*

**Cited On: 03/26/2019**

**K14 - 8 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

*This violation found not in compliance on 04/09/2019. See details below.*

#### Minor Violations

**Cited On: 03/26/2019**

**K05 - 3 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: 04/09/2019*

**Cited On: 03/26/2019**

**K19 - 3 Points** - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

*This violation found not in compliance on 04/09/2019. See details below.*

**Cited On: 03/26/2019**

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

*Compliance of this violation has been verified on: 04/09/2019*

**Cited On: 03/26/2019**

**K34 - 2 Points** - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

*Compliance of this violation has been verified on: 04/09/2019*

**Cited On: 03/26/2019**

**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

*Compliance of this violation has been verified on: 04/09/2019*
OFFICIAL INSPECTION REPORT

Facility: FA0204790 - PHO BANH MI
Site Address: 405 UNIVERSITY AV, PALO ALTO, CA 94301
Owner Name: LUONG, MY

Program: PR0302970 - FOOD PREP / FOOD SVC OP  6-25 EMPLOYEES RC 3 - FP14
Inspection Date: 04/09/2019
Inspection Time: 13:15 - 14:15

LUONG, MY
FA0204790 - PHO BANH MI

Cited On: 03/26/2019
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

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
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

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
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, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Compliance of this violation has been verified on: 04/09/2019

Cited On: 03/26/2019
K48 - 2 Points - Plan review unapproved; 114380

This violation found not in compliance on 04/09/2019. See details below.

Cited On: 04/09/2019
K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations: Plan review submittal not received. Please submit for one piece of equipment, 2 burner stove, and hood performance test. Fees are $329.00 and $657.00

[CA] - Submit plans by tomorrow afternoon, 4/10/19. Submit hood performance test, specification for new equipment and detailed drawing of cookline

*At time of inspection, new beer tap refrigerator not installed but is near bar area. If planning to install, relocated to back wall and it shall drain to a floor sink.

COMPLY BY 4/10/19

Measured Observations

<table>
<thead>
<tr>
<th>Item</th>
<th>Location</th>
<th>Measurement</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>tall refrigerator</td>
<td>double door in kitchen</td>
<td>39.00 Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>cooked tofu</td>
<td>small refrigerator</td>
<td>39.00 Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>bean sprouts</td>
<td>on ice</td>
<td>44.00 Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>pho</td>
<td>refrigerator</td>
<td>40.00 Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>cooked chicken</td>
<td>small refrigerator</td>
<td>39.00 Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>bean sprouts</td>
<td>refrigerator</td>
<td>39.00 Fahrenheit</td>
<td></td>
</tr>
</tbody>
</table>

Overall Comments:
Facility has corrected all violations listed above.

Provide consumer advisory on menu

Facility has corrected all violations listed above.

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 4/23/2019. 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

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**Received By:**

THAI LY

**Manager:**

**Signed On:**

April 09, 2019