



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PHO T&T VIETNAMESE RESTAURANT		DATE 8/12/2019	REINSPECTION DATE 8/26/2019	PERMIT EXPIRATION 7/31/2020
LOCATION 7750 PALM AV O, HIGHLAND, CA 92346			INSPECTOR Cheryl Barahona	
MAILING ADDRESS 7750 PALM AV STE O, HIGHLAND CA 92346			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 1:07 PM	TIME OUT 4:07 PM	FACILITY ID FA0026834	RELATED ID PR0035144	PE 1621

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.



SCORE 81

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

See the following pages for the code sections and general requirements that correspond to each violation listed below.

- In = In compliance
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- ⊗ MAJ = Major violation
- ⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
In	N/O			⊗
1. Demonstration of knowledge; food safety certification				
EMPLOYEE HEALTH & HYGIENIC PRACTICES				
In			4	
2. Communicable disease; reporting, restrictions & excl				
In	N/O			2
3. No discharge from eyes, nose, and mouth				
In	N/O			2
4. Proper eating, tasting, drinking or tobacco use				
PREVENTING CONTAMINATION BY HANDS				
In	N/O	+	⊗	2
5. Hands clean and properly washed; gloves used prop				
In			2	
6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	4	2
7. Proper hot and cold holding temperatures				
In	N/O	N/A	4	2
8. Time as a public health control; procedures & record				
In	N/O	N/A	4	2
9. Proper cooling methods				
In	N/O	N/A	4	
10. Proper cooking time & temperatures				
In	N/O	N/A	4	
11. Proper reheating procedures for hot holding				
PROTECTION FROM CONTAMINATION				
In	N/O	N/A		2
12. Returned and reserve of food				
In		+	⊗	2
13. Food in good condition, safe and unadulterated				
In	N/O	N/A	4	2
14. Food contact surfaces: clean and sanitized				

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
In			4	
15. Food obtained from approved source				
In	N/O	N/A		2
16. Compliance with shell stock tags, condition, display				
In	N/O	N/A		2
17. Compliance with Gulf Oyster Regulations				
CONFORMANCE WITH APPROVED PROCEDURES				
In		N/A		2
18. Compliance with variance, specialized process, and HACCP Plan				
CONSUMER ADVISORY				
In	N/O	N/A		⊗
19. Consumer advisory provided for raw or undercooked foods				
HIGHLY SUSCEPTIBLE POPULATIONS				
In		N/A	4	
20. Licensed health care facilities/public and private schools; prohibited foods not offered				
WATER/HOT WATER				
In			4	2
21. Hot and cold water available				
LIQUID WASTE DISPOSAL				
In			4	2
22. Sewage and wastewater properly disposed				
VERMIN				
In		+	⊗	2
23. No rodents, insects, birds, or animals				

SUPERVISION	OUT
24. Person in charge present and performs duties	1
PERSONAL CLEANLINESS	
25. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
26. Approved thawing methods used, frozen food	1
27. Food separated and protected	1
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	⊗
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	1
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	1
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	⊗

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	⊗
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	⊗
53. Impoundment	
54. Permit Suspension	⊗



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54. PERMIT SUSPENSION

POINTS
0

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114409, 114405

Inspector Comments: During todays routine inspection four (4) live cockroaches were found at the facility.
Permit has been suspended due to live german cockroaches. A Closure sign was posted at the front entrance of the facility.
Facility was asked to closed during the inspection.
See violation 23 for corrective actions and more information.
A Supervisory review will be conducted tomorrow at 10 AM to discuss how facility will become compliant.
Facility shall remain closed until vermin and vermin proofing is addressed. Call 1(800) 442-2283 for a reinspection once addressed.

Violation Description: If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)

5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY

MAJOR

POINTS
4

Compliance date not specified
Complied on 8/12/2019
Violation Reference -

Inspector Comments: Observed one (1) employee open the front door, of the facility, then returned to the meat cutting station and proceeded to handle raw food (3.5 pounds of raw beef) while opening the refrigerator handle without first washing hands.
Ensure all employee hands are clean and sanitary prior to handling ready to eat food, or when changing tasks.
NOTE: The employee was immediately instructed to wash hands. Corrected on site.
Operator voluntarily discarded the slab of beef.

Violation Description: Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods, after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, wounds, fake nails, nail polish, and/or rashes. Gloves are to be used for no more than one task. Employees are not to wrap or package leftover food using bare hands or unclean utensils. Hand sanitizers may be used after proper hand washing. Employees handling food must have fingernails that are trimmed, cleanable, and smooth. (113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f))

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/EHSDocuments/HandwashingDoneRight.pdf>

13. FOOD IN GOOD CONDITION, SAFE AND UNADULTERATED

MAJOR

POINTS
4

Compliance date not specified
Complied on 8/12/2019
Violation Reference - HSC -
113967, 113976,

Inspector Comments: 1.) Observed one (1) bag of cooked beef nested in a container of cooked shrimp with the bottom surface of the bag in direct contact with the shrimp below.
NOTE: The contaminated shrimp was voluntarily condemned and discarded.
All food shall be manufactured, produced, prepared, compounded, packed, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage.
(SEE VIOLATION 52)
2.) Observed hair in a spice container, located on the spice cart by the cooks line. The spice was MSG, and it is often used on dishes. Did not observed operator actively using this spice.
All food shall be free from contamination and adulteration.
NOTE: Operator voluntarily discarded the spice and replenished it.
(SEE VIOLATION 52)

Violation Description: All food shall be manufactured, produces, prepared, compounded, packed, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage. Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health. (113967, 113976, 113980, 113988, 113990, 114035, 114254(c), 114254.3)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/TransFatFlyer22012.pdf>



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23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS **MAJOR**

POINTS
4
Compliance date not specified
Complied on 8/12/2019
Violation Reference - HSC -
114259.1, 114259.4, 11425

Inspector Comments: CLOSURE:
Observed a total of six (6) cockroaches, four (4) live cockroaches and two (2) dead cockroaches throughout the kitchen warewashing area. One (1) adult (dead) and the remaining ranged from nymph through juvenile stages.

Eliminate vermin. Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. Please address the following:

- Facility shall wash and sanitize all affected areas throughout the facility,
- Schedule a treatment with the facility's pest control services, to service the facility.
- Attend tomorrow Supervisory Review at the San Bernardino Environmental Health office.

When ready for reinspection please call 1(800)442-2283

Note: Pest control services treat facility once a month for general pest control from RUMBLE FISH INC. The last pest control services treated was conducted on 7/29/19. Three stages were observed on this day. Therefore recent spraying, on 7/29/19, addressed adult cockroaches but not the recent hatching of the nymphs and juvenile cockroaches.

Facility closed due to cockroach infestation. A supervisory review will be scheduled for tomorrow 8/13/19 at 10:00 AM. Operator shall report to the San Bernardino Environmental Health Department at 385 N. Arrowhead Ave. Second Floor. San Bernardino, CA.
Call 1(800)442-2283 for more information.

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)

1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS
2
Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113947-113947.1

Inspector Comments: Observed Certified Food Manager's Certificate missing.
Obtain at least one food manager certificate from one of the below accredited organization that has been certified by the American National Standards Institute (ANSI):

- 360training.com, Inc.- Learn2Serve® Food Protection Manager Certification Program
- Above training/statefoodsafety.com- Certified Food Protection Manager (CFPM) Exam
- National Registry of Food Safety Professionals- Food Protection Manager Certification Program
- National Restaurant Association-ServSafe® Food Protection Manager Certification Program
- Prometric Inc.- Food Protection Manager Certification Program

Provide manager's certificate at facility within 60 days. Non-compliance will result in a future charged inspection at an hourly rate of \$245.
Note: Original certificate must be available at facility in order to be valid.

Violation Description: All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties. (113947) Food facilities that prepare, handle or serve non-prepackaged potentially hazardous food, shall have an employee who has passed an approved food safety certification examination. (113947-113947.1)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/FoodSafetyPracticesOverview.pdf>

19. CONSUMER ADVISORY PROVIDED FOR RAW OR UNDERCOOKED

POINTS
2
Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114012, 114093

Inspector Comments: Observed facility serves raw or undercooked food and fails to provide an advisory that a food item is being served less than thoroughly cooked. Thinly sliced raw beef is served and the hot broth of the soup cooks the beef while it is consumed.

Provide consumer advisory (written) that a food item is being served less than thoroughly cooked.

Violation Description: Ready-to-eat food containing undercooked food or raw egg and unpackaged confectionery food containing more than 0.5% alcohol may be served if the facility notifies the consumer. (114012, 114093)



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30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114047, 114049, 114051	Inspector Comments: 2.) Observed two (2) containers of beef broth stored directly on the floor, by the cooks line. Ensure foods are stored at least 6 inches above floor. NOTE: Corrected on site. Operator finished pouring the soup into cooking pot on the stove top. 3.) Observed three (3), recently washed, deep bowls stacked on top of each other without adequate means to air dry. Ensure cleaned and sanitized utensils and equipment is allowed to adequately drain and air dry. NOTE: Corrected on site. Operator unstacked the pans to allow for proper air drying.
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Violation Description: Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	Inspector Comments: 1.) Observed air curtain above delivery door, located in the rear of the facility, to be turned off. Operator manually turns on air curtain when food shipments are received. Ensure air curtain is on and fully operational at all times when the door is opened for food deliveries. Advise operator to maintain door closed to prevent cockroaches from entering the facility. NOTE: Observed one inch gaps around the rear delivery screen door. Seal areas that may served as access points for cockroaches and vermin. 2.) Observed employee's personal food stored among food items intended for customers. Provide designated space for employee's personal items separate from customer food and food contact surfaces.
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Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)

45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266	Inspector Comments: Observed flooring (under equipment, inside the walk-in refrigerator units, under storage units, and throughout the facility) to have accumulation of trash, food residue, and debris. Ensure to clean and maintain floors in a sanitary condition and free from debris accumulation to prevent harboring of vermin. Pay close attention to areas under the warewashing sink, storage area by the rear delivery door, and under refrigeration units. Also, seal and patch all cracks, opening and crevices throughout the facility where vermin may enter.
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Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))



Public Health
Environmental Health Services

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52. VC & D

POINTS 0	Compliance date not specified	Inspector Comments: Operator voluntarily discarded the following food items: 1.) Approximately 3.5 bls. of raw beef 2.) Approximately one (1) cup of cooked shrimp 3.) 1/4 cup of MSG
	Not In Compliance Violation Reference - HSC - 113980	

Violation Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

IMPORTANT: Risk Based Inspection Frequency

Food facilities that pose a higher risk level for causing foodborne illness will be subject to an additional inspection, to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#). Facilities that received one or more of the following will be elevated to a high risk tier:

- A score letter of "C" or lower on one of the last two graded inspections,
- A score letter of "B" on two of the last three graded inspections,
- Repeated "four (4) point violation Risk Factor" (critical violation codes 1-23) on the last two inspections, or
- Four (4) or more critical violations (codes 1-23) noted during an inspection, or
- A permit suspension (closure) on your last graded inspection.

Overall Inspection Comments

A routine inspection was conducted on this day. Live cockroaches were found at the facility on this day. A Supervisory review will be conducted tomorrow at 10 AM to discuss how facility will become compliant.

"B" grade card was posted on this day.

PEP talk given.

The following documents were provided to the operator:

- 1.) Missing Food Handler – Inspector worksheet
- 2.) Top 5 CDC risk factors
- 3.) Active Managerial Control Sheet
- 4.) Hand washing

Signature(s) of Acknowledgement

NAME: Ronald phan
TITLE: Owner