FOOD ESTABLISHMENT INSPECTION REPORT

Inspection Type Client Type

Inspection NumberDateTime In/OutInspection Type690E34/24/2410:56 AMRe-Inspection

Restaurant

Inspector

B.Yates

R-10

House of Pho
770 Worcester Rd.
Framingham, MA 01702

BOH230279

4/24/24

10:56 AM Re-Inspection Resident Number Risk Number Permit Number BOH230279

Violation Summary:

Priority Pf Core Repeat ation Summary: 3 3 2 1

IN = in compliance OUT= out of compliance N/O = not obs		and Public Health Interventions					
Supervision	IN OUT NA NO COS	Protection from Contamination (Cont'd)	IN	1 01	JT N	IA NO	cos
1. PIC present, demonstrates knowledge, and performs duties		15. Food separated and protected	~				Ш
2. Certified Food Protection Manager	V	16. Food-contact surfaces; cleaned & sanitized	✓	_			
Employee Health	IN OUT NA NO COS	17. Proper disposition of returned, previously served, reconditioned & unsafe foods	√	1			
Management, food employee and conditional employee knowledge, responsibilities and reporting	✓	Time/Temperature Control for Safety	IN	۱ 0	UT N	NO A	cos
4. Proper use of restriction and exclusion	✓	18. Proper cooking time & temperatures				✓	
5. Procedures for responding to vomiting and diarrheal events	✓	19. Proper reheating procedures for hot holding				√	
Good Hygienic Practices	IN OUT NA NO COS	20. Proper cooling time and temperature					
6. Proper eating, tasting, drinking, or tobacco use	V	21. Proper hot holding temperatures			7	V	
7. No discharge from eyes, nose, and mouth	✓	22. Proper cold holding temperatures	V	7	Ť		H
Preventing Contamination by Hands	IN OUT NA NO COS	23. Proper date marking and disposition	Ė		/	Ħ	H
8. Hands clean & properly washed 1	✓	24. Time as a Public Health Control; procedures & records	-			/	
No bare hand contact with RTE food or a pre-approved alternative procedure properly allowed	✓	Consumer Advisory	IN	1 01	JT N	IA NO	cos
10. Adequate handwashing sinks supplied and accessible	✓	25. Consumer advisory provided for raw/undercooked food	V	-			
Approved Source	IN OUT NA NO COS	Highly Susceptible Populations		_	UT N	NA NO	COS
11. Food obtained from approved source	✓	26. Pasteurized foods used; prohibited foods not offered		ī			
12. Food received at proper temperature		Food/Color Additives and Toxic Substance	es IN	OL			COS
13. Food in good condition, safe & unadulterated		27. Food additives: approved & properly used				-1	
	V	28. Toxic substances properly identified, stored & used				-	H
14. Required records available: shellstock tags, parasite destruction,			√	. 0	IT N	IA NO	200
Repeat Violations Highlighted in Yellow		Conformance with Approved Procedures 29. Compliance with variance/specialized process/HACCP	IIN	1 01) N	IA NO	COS
N.	Good Retai	l Practices					
Safe Food and Water	IN OUT NA NO COS	Proper Use of Utensils	IN	1 01	JT N	IA NO	COS
30. Pasteurized eggs used where required		43. In-use utensils: properly stored			_		
	✓	43. III-use diefisiis, property stored					
,		44. Utensils, equip. & linens: property stored, dried & handled					
31. Water & ice from approved source		44. Utensils, equip. & linens: property stored, dried & handled					
31. Water & ice from approved source 32. Variance obtained for specialized processing methods		44. Utensils, equip. & linens: property stored, dried & handled 45. Single-use/single-service articles: properly stored & used					
31. Water & ice from approved source 32. Variance obtained for specialized processing methods Food Temperature Control	IN OUT NA NO COS	44. Utensils, equip. & linens: property stored, dried & handled 45. Single-use/single-service articles: properly stored & used 46. Gloves used properly					
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Official Order for Correction: Based on an inspection today, the items marked "OUT" indicated violations of 105 CMR 590.000 and applicable sections of the 2013 FDA Food Code This report, when signed below by a Board of Health member or its agent constitutes an order of the Board of Health. Failure to correct violations cited in this report may result in suspension or revocation of the food establishment permit and cessation of food establishment operations. If you are subject to a notice of suspension, revocation, or non-renewal pursuant to 105 CMR 590.000 you may request a hearing before the board of health in accordance with 105 CMR 590.015(B).

B.Yates

Oanh - Expires Certificate #:

Follow Up Required: Y

Follow Up Date:

Page Number

House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

Date 4/24/24

Time In/Out 10:56 AM 11:27 AM

Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

97 97 Corrected - Kitchen -

COS

---- The Original Violation Code was 6-301.11 Hand Cleanser Available ----- No soap at hand sink in the kitchen. - Each handwashing lavatory or group of 2 adjacent lavatories shall be provided with a supply of hand cleaning liquid, powder, or bar soap.

97 97 Corrected - Kitchen -

COS

---- The Original Violation Code was 6-301.12 Hand Drying Provision ----- No paper towels at hand sink in the kitchen. - Each handwashing lavatory or groups of adjacent lavatories shall be provided with: individual, disposable towels; a continuous towel system that supplies the user with a clean towel or a hand drying device that employs an air-knife system that delivers high velocity, pressurized air at ambient temperatures.

97 97 Corrected - Kitchen -

COS

---- The Original Violation Code was 3-304.11 Food Contact with Soiled Items ----- Towel observed on lettuce in left flip top unit. Rags/towels shall not be used to to cover food. - Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.

97 97 Corrected - Kitchen -

COS

---- The Original Violation Code was 3-501.16 (A)(2) (B) Proper Cold Holding Temps. ----- Sliced tomatoes, sliced cucumbers, lettuce, and other veggies observed at room temperature. - Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.

97 Orrected - Kitchen -

COS

---- The Original Violation Code was 3-302.11 (A)(1) Raw Animal Foods Separated from RTE ----- Raw meat observed stored next to veggies in walk in cooler, eggs stored over veggies in walk in cooler. - Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.

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House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

Date 4/24/24 Time In/Out 10:56 AM 11:27 AM

Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

97 Orrected - Kitchen -

COS

---- The Original Violation Code was 3-303.11 Exterior Ice Prohibited Ingredient ----- Items such as a milk container and fruit in container observed in ice machine. Ice used for drinks shall never be in contact with any other items or be used to keep other items cool. - After use as a medium for cooling the exterior surfaces of food such as melons or fish, packaged foods such as canned beverages, or cooling coils and tubes of equipment, ice may not be used as food.

97 Orrected - Kitchen -

COS

---- The Original Violation Code was 3-304.12 In-Use Utensils/Between-Use Storage ----- Handle of scoop observed touching ice in ice machine. - During pauses in food preparation or dispensing, food preparation and dispensing utensils shall be stored: in the food with their handles above the top of the food and the container; in food that is not TCS food with their handles above the top of the food within containers or equipment that can be closed, such as bins of sugar, flour, or cinnamon; on a clean portion of the food preparation table or cooking equipment only if the in-use utensil and the food-contact surface of the food preparation table or cooking equipment are cleaned and sanitized every 4 hours; in running water of sufficient velocity to flush particulates to the drain, if used with moist food such as ice cream or mashed potatoes, in a clean, protected location if the utensils, such as ice scoops, are used only with a food that is not TCS food; or in a container of water if the water is maintained at a temperature of at least 135°F and the container is cleaned at at least every 24 hours.

97 97 Corrected - Warewashing -

COS

---- The Original Violation Code was 7-201.11 Storage Separation ----- Noodles observed soaking in pan next to mop sink in the warewash area. No food shall be stored around the mop sink. - Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles by: (A) Separating the poisonous or toxic materials by spacing or partitioning; and (B) Locating the poisonous or toxic materials in an area that is not above food, equipment, utensils, linens, and single-service or single-use articles.

97 97 Corrected - Warewashing -

COS

---- The Original Violation Code was 3-302.11 (A)(3) Using clean and sanitized equipment ----- Staff did not know how to properly use 3 bay sink, stated they wash with soap and water in 2 bays then rinse in the 3rd bay. Cleaning is always a 3 step process- wash with soap and water, rinse, sanitize, then air dry. - Food shall be protected from cross contamination by cleaning equipment and utensils as specified under paragraph 4-602.11(A) and sanitizing as specified under section 4-703.11.

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House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

Date 4/24/24 Time In/Out 10:56 AM 11:27 AM

Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

97 97 Corrected - Warewashing -

COS

---- The Original Violation Code was 4-302.14 Sanitizing Solution Testing Devices ----- No test strips for sanitizer observed. - A test kit or other device that accurately measures the concentration of sanitizing solutions shall be provided.

97

97 Corrected - Kitchen -

COS

---- The Original Violation Code was 4-302.12 (A) Food Temperature Measuring Devices ----- No food thermometer could be provided on site at the time of inspection. - Food temperature measuring devices shall be provided and readily accessible for use in ensuring attainment and maintenance of food temperatures.

97

97 Corrected - Warewashing -

COS

---- The Original Violation Code was 3-305.14 Food Preparation ----- Prepped lettuce observed on clean dishes in warewashing area. Food shall not be stored around or near 3 bay sink as it could be contaminated. - During preparation, unpackaged food shall be protected from environmental sources of contamination.



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House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

Date 4/24/24 Time In/Out 10:56 AM 11:27 AM

Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

97 Orrected - Establishment -

cos

---- The Original Violation Code was 3-305.12 Food Storage Prohibited Areas ----- Dry food goods observed stored in shed outside in the back of the restaurant. Food must removed from this shed as it has not been approved to use this space. Holes near the roof of the shed may allow vermin to access food. - Food may not be stored: in locker rooms; in toilet rooms; in dressing rooms; in garbage rooms; in mechanical rooms; under sewer lines that are not shielded to intercept potential drips; under leaking water lines, including water leaking automatic fire sprinkler heads, or under lines on which water has condensed; under open stairwells; or under other sources of contamination.



97

97 Corrected - Establishment -

COS

---- The Original Violation Code was FRAM: FC 2-501.11 Clean-up Vomiting & Diarrheal Events ----- A procedure for cleaning up vomitus/diarrheal events was not able to be provided at the time of inspection. - A food establishment shall have written procedures for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment. The procedures shall address the specific actions employees must take to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomitus or fecal matter.

97

97 Corrected - Warewashing -

COS

---- The Original Violation Code was 4-702.11 Frequency-Before Use After Cleaning ----- Staff was unaware of what sanitizer was and only was washing food contact utensils and surfaces with soap and water. - Utensils and food contact surfaces of equipment shall be sanitized before use and after cleaning.

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House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

Date 4/24/24 Time In/Out 10:56 AM 11:27 AM

Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

97 97 Corrected - Warewashing -

COS

---- The Original Violation Code was 4-501.114 (A)-(C) Chem.San. Temp./pH/Concentr./Hard. ----- Staff did not know how to properly use 3 bay sink, stated they wash with soap and water in 2 bays then rinse in the 3rd bay. Cleaning is always a 3 step process- wash with soap and water, rinse, sanitize, then air dry. - A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under paragraph 4-703.11(C) shall meet the criteria specified under section 7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum temperature of 75°F, have a concentration as specified under section 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, and be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions.

Supervision

PIC present, demonstrated knowledge & performs duties

- 1 2-102.11 (A)(B) & (C)(1), (4)-(16) Demonstration of Knowledge Establishment -
 - Pf No food protection manager on site at the time of inspection. A food protection manager must be on site at all times during opening hours. Code: The person in charge demonstrate to the RA knowledge of foodborne disease prevention, application of HACCP principles, and the requirements of this code. The person in charge shall demonstrate knowledge by having no violations of priority items during the current inspection; being a certified food protection manager; or responding correctly to the inspectors questions as they relate to the specific food operation.

Employee Health

Management, food employee and conditional employee; knowledge,

60 FRAM: FC 2-201.11 105 CMR 590.002 (E) - Establishment -

Pr Employee health policy was not able to be provided to Inspector at the time of inspection. *Code: All food* establishments shall maintain a written employee health policy that is maintained and accessible at the food establishments at all times.

Preventing Contamination by Hands

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House of Pho 770 Worcester Rd. Framingham, MA 01702

Inspection Number 690E3

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Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

Hands clean and properly washed

8 2-301.14 When to Wash - Establishment -

Pr Employee was observed cutting fish then changed tasks without washing hands. Code: Food Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles and: (A) After touching bare human body parts other than clean hands and clean, exposed portions of arms; (B) After using the toilet room; (C) After caring for or handling service ANIMALS or aquatic animals as specified in section 2-403.11(B); (D) Except as specified in section 2-401.11(B), after coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking; (E) After handling soiled equipment or utensils; (F) During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks; (G) When switching between working with raw food and working with RTE food, (H) Before donning gloves to initiate a task that involves working with food; and (I) After engaging in other activities that contaminate the hands.

Time / Temperature Control for Safety

Cooling

20 3-501.14 (A) Cooling Cooked Foods - Kitchen -

Pr The temperature of the Red broth in the Walk-in Cooler was 50 degrees. Code: Cooked TCS foods shall be cooled within 2 hours from 135°F to 70°F and within a total of 6 hours from 135°F to 41°F or less.

23 3-501.17 (A)(C) Date Marking RTE Foods - On Premises Prep - Kitchen -

Pf No date marking observed on prepared foods held over 24 hours. Code: Refrigerated, RTE/TCS food prepared and held refrigerated for more than 24 hours in a food establishment shall be clearly marked at the time of preparation to indicate the date by which the food shall be consumed, sold or discarded when held at a temperature of 41°F or less for a maximum of 7 days. The day of preparation shall be counted as Day 1. A refrigerated, RTE/TCS food ingredient or a portion of a refrigerated, RTE/TCS food that is subsequently combined with additional ingredients or portions of food shall retain the date marking of the earliest-prepared or first-prepared ingredient.



Food Temperature Control

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

Proper cooling methods used; adequate equipment for temp. control

33 3-501.15 (A) Cooling Methods - Kitchen -

Pf Staff stated to cool broths they put it in 5 gallon buckets and put in walk in cooler then put a fan on them. Code: Cooling shall be accomplished in accordance with the time and temperature criteria specified under section 3-501-14 by using one or more of the following based on the type of food being cooked: placing the food in shallow pans; separating the food into smaller or thinner portions; using rapid cooling equipment; stirring the food in a container placed in an ice water bath; using containers that facilitate heat transfer; adding ice as an ingredient or other effective methods.

Prevention of Food Contamination

Cont. prevented during food prep., storage & display

39 3-305.11 Food Storage - Establishment -

C Boxes of raw meat, broth buckets, and spice containers observed stored on the ground in the kitchen, warewashing area, and walk in cooler. Code: Food shall be protected from contamination by storing food: in a clean dry location; where it is not exposed to splash, dust, or other contamination; and at least 6 inches off the floor.



Compliance and Enforcement

PERMIT TO OPERATE

59 8-304.11 (A) Responsibilities of the Permit Holder - Establishment -

C No food permit posted in establishment at the time of inspection. Code: Upon acceptance of the permit issued by the RA, the permit holder in order to retain the permit shall post the permit in a location in the food establishment that is conspicuous to consumers.

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Inspection Number 690E3

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Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

Temperatures

Area Equipment

Product

Notes

Temps

Temperatures in RED identify items in the temperature danger zone. See the report notes for specific details.

Notes

Many violations observed corrected.

Broth in walk in observed at 64 degrees, PIC stated it was made this morning, cooling issues still observed.

Establishment did have ice wands and will use in broth along with ice in the prep sink to rapidly cool. You can also utilize your reach in freezer to help cool broths.

Continue to encourage employees to wash hands.

No certified food protection manager on site at the time of inspection, get more employees certified.