FOOD ESTABLISHMENT INSPECTION REPORT

Inspection Number Date Time In/Out CD97C 11/29/23 12:32 PM

Inspection Type Routine

Client Type Restaurant Inspector

B.Yates

R-10

1

Pho Dakao 101 Concord St., Unit 105 Framingham, MA 01702

4:59 PM Permit Number Risk Variance BOH150404 3

Violation Summarv:

Priority Core Repeat 10 1

Foodborne Illness Risk Factors and Public Health Interventions									
IN = in compliance OUT= out of compliance N/O = not o	bserved N/A = not applicable	COS = corrected on-site during inspection Repeat Violations Highlighted in Young	ellow						
Supervision IN OUT NA NO COS		Protection from Contamination (Cont'd)		IN OUT NA NO COS					
PIC present, demonstrates knowledge, and performs duties	✓	15. Food separated and protected		√		✓			
Certified Food Protection Manager	✓	16. Food-contact surfaces; cleaned & sanitized		√		✓			
Employee Health	IN OUT NA NO COS	17. Proper disposition of returned, previously served, reconditioned & unsafe foods	√						
Management, food employee and conditional employee knowledge, responsibilities and reporting	✓	Time/Temperature Control for Safety	IN	OUT	NA I	NO COS			
Proper use of restriction and exclusion		18. Proper cooking time & temperatures	~	\Box	T				
5. Procedures for responding to vomiting and diarrheal events		19. Proper reheating procedures for hot holding		П	√	$\exists \Box$			
Good Hygienic Practices	IN OUT NA NO COS	20. Proper cooling time and temperature	√	П					
6. Proper eating, tasting, drinking, or tobacco use	✓	21. Proper hot holding temperatures	J			Π			
7. No discharge from eyes, nose, and mouth	7	22. Proper cold holding temperatures	1	1					
Preventing Contamination by Hands	IN OUT NA NO COS	23. Proper date marking and disposition	'	V					
8. Hands clean & properly washed	✓	24. Time as a Public Health Control; procedures & records	'	V					
9. No bare hand contact with RTE food or a pre-approved alternative procedure properly allowed	✓	· ·			√				
alternative procedure property allowed 10. Adequate handwashing sinks supplied and accessible		Consumer Advisory 25. Consumer advisory provided for raw/undercooked food		OUT	NA N	NO COS			
1 0 11	IN OUT NA NO COO	, ,	✓	Ш					
Approved Source	IN OUT NA NO COS	Highly Susceptible Populations	IN	OUT	_	NO COS			
11. Food obtained from approved source	V	26. Pasteurized foods used; prohibited foods not offered		Ш	✓	Ш			
12. Food received at proper temperature	✓	Food/Color Additives and Toxic Substance	esin	TUC	NA N	o cos			
13. Food in good condition, safe & unadulterated	✓	27. Food additives: approved & properly used			✓				
14. Required records available: shellstock tags, parasite destruction,		28. Toxic substances properly identified, stored & used	2	✓					
Repeat Violations Highlighted in Yellow		Conformance with Approved Procedures 29. Compliance with variance/specialized process/HACCP	5 IIN	001	√	NO COS			
	Good Retai	I Practices							
Safe Food and Water	IN OUT NA NO COS	Proper Use of Utensils	IN	OUT	NA N	NO COS			
30. Pasteurized eggs used where required		43. In-use utensils: properly stored	3	✓		✓			
31. Water & ice from approved source		44. Utensils, equip. & linens: property stored, dried & handled							
32. Variance obtained for specialized processing methods		45. Single-use/single-service articles: properly stored & used							
Food Temperature Control IN OUT NA NO COS		46. Gloves used properly							
33. Proper cooling methods used; adequate equip. for temp. control		Utensils, Equipment and Vending	IN	OUT	NA N	io cos			
34. Plant food properly cooked for hot holding		47. All contact surfaces cleanable, properly designed, constructed, & used							
,		48. Warewashing facilities: installed, maintained & used; test							
35. Approved thawing methods used		strips 49. Non-food contact surfaces clean	1	V					
36. Thermometers provided & accurate		Physical Facilities	IN	OUT	NA N	IO COS			
Food Identification	IN OUT NA NO COS	50. Hot & cold water available; adequate pressure		П					
37. Food properly labeled; original container		51. Plumbing installed; proper backflow devices		П					
Prevention of Food Contamination	IN OUT NA NO COS	52. Sewage & waste water properly disposed		П					
38. Insects, rodents & animals not present	1 🗸 🗌	53. Toilet facilities: properly constructed, supplied, & cleaned		H					
39. Contamination prevented in prep, storage & display	1 🗸 🗌	54. Garbage & refuse properly disposed; facilities maintained		H					
40. Personal cleanliness			2						
41. Wiping cloths; properly used & stored		56. Adequate ventilation & lighting; designated areas use	_	V					
42. Washing fruits & vegetables			-	닏					
		60. 105 CMR 590 violations / local regulations	✓	Ш					

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

Dang Pham - Expires Certificate #:

Follow Up Required: V

Follow Up Date:

12/14/2023

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Inspector B.Yates

Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

Protection From Contamination

Food separated and protected

15 3-304.11 Food Contact with Soiled Items - Kitchen -

Pr Raw steak observed wrapped in towel. COS-Employee removed towel from food product. Code: 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.



15 3-302.11 (A)(2) Raw Animal Foods Separated from each other - Kitchen -

Pr Observed steak stored on same shelf as cooked chicken wings in reach in low boy. Improper storage observed throughout establishment. Code: Foods shall be protected from cross contamination by: Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas.

15 3-304.11 Food Contact with Soiled Items - Kitchen -

Pr Observed utensils stored in dirty containers in multiple areas of establishment. Code: 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.

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

15 3-302.11 (A)(1) Raw Animal Foods Separated from RTE - Kitchen -

Pr Observed RTE foods being stored below and on the same shelf as raw meats throughout the cookline coolers. Code: 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.

16 4-602.11 (E)(4) Food-Contact Surfaces and Utensils - Basement -

C Observed debris and soil buildup on ice machine. Code: Surfaces of equipment contacting food that is not TCS food (such as ice bins and beverage dispensing nozzles and enclosed components of equipment such as ice makers, cooking oil storage tanks and distribution lines, equipment and syrup dispensing lines or tubes, coffee bean grinders, and water vending equipment) shall be cleaned at a frequency specified by the manufacturer, or absent manufacturer specifications, at a frequency necessary to preclude accumulation of soil or mold.

16 4-501.114 (A)-(C) Chem.San. Temp./pH/Concentr./Hard. - Kitchen -

Observed ware washing machine not dispensing sanitizer. COS. PIC replaced tube and sanitizer then primed the machine. Code: 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.

Time / Temperature Control for Safety

Cold Holding Temperature

22 3-501.16 (A)(2) (B) Proper Cold Holding Temps. - Kitchen -

Pr The temperature of the peanut Sauce in the Reach-In Cooler in waiter area was 52 degrees. PIC stated these container are often taken out of the fridge. Code: 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.

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

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

Pf Observed no date marking on refrigerated RTE foods being stored in coolers for more than 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/Color Additives and Toxic Substances

Toxic substances properly identified, stored & used

7-209.11 Storage (Personal Care Items) - Kitchen -

C Observed phone stored next to food products and food prep surfaces. Code: Employees shall store their personal care items (medications, first aid supplies, cosmetics and toiletries such as toothpaste and mouthwash) in lockers or other suitable facilities away from food and equipment.



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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

28 7-201.11 Storage Separation - Kitchen -

Pr Observed sanitizer bucket stored to next to rice cooker and utensils used for removing rice from cooker. Code: 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.



Prevention of Food Contamination

Insect, rodents & animals not present

- 38 6-501.111 (A)(B)(D) Controlling Pests Basement -
 - C Observed evidence of cockroach and mice activity. Code: The premises shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to eliminate their presence on the premises by: routinely inspecting incoming shipments of food and supplies; routinely inspecting the premises for evidence of pests; and eliminating harborage conditions.
- 39 3-305.11 Food Storage Basement -
 - C Observed 5 gallon buckets stored on the ground in walk-in freezer. 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.

Proper Use of Utensils

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

In-use utensils; properly stored

43 3-304.12 In-Use Utensils/Between-Use Storage - Kitchen -

Observed knife stored in between flip tops. COS. PIC removed knife from this location. Code: 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



43 3-304.12 In-Use Utensils/Between-Use Storage - Kitchen -

Observed utensils for rice stored in bucket filled with room temperature water. Code: 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.

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

43 3-304.12 In-Use Utensils/Between-Use Storage - Kitchen -

C Observed a cup with no handle stored in a container of powder food product. Code: 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 claaned at at least every 24 hours



Utensils, Equipment and Vending

Nonfood contact surfaces clean

49 4-601.11 (B) Non- Food Contact Surfaces and Utensils Clean - Kitchen -

C Observed food debris buildup on can opener. Code: The food contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations.



Physical Facilities

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Inspection Report (Continued)

Repeat Violations Highlighted in Yellow

Physical Facilities installed, maintained & cleaned

55 6-501.12 Cleaning. Frequency/Restrictions - Kitchen -

C Observed splatter marks on walls, dirt in corners and on floors, etc. Code: The physical facilities shall be cleaned as often as necessary to keep them clean. Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of food is exposed such as after closing.



55 6-501.12 Cleaning. Frequency/Restrictions - Bar -

C Observed spilled drink at the bottom of the bar cooler. Code: The physical facilities shall be cleaned as often as necessary to keep them clean. Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of food is exposed such as after closing.

Temperatures

Area	Equipment	Product	Notes	Temps
Kitchen	Flip Top	Turkey		45°F
Basement	Walk-in Cooler	Raw beef		35 °F
Kitchen	Reach-In Cooler	Juice		40°F
Kitchen	Reach-In Cooler	Ambient		41 °F

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Bar	Reach-In Cooler	Ambient	38°F
Basement	Walk-in Cooler	Mushrooms	43°F
Basement	Walk-in Cooler	Cooked brisket	42°F
Basement	Walk-in Cooler	Soup	42°F
Bar	Reach-In Cooler	Ambient	41 °F
Kitchen	Reach-In Cooler	Sauce	52 °F
Kitchen	Flip Top	Pico de gallo	43°F
Kitchen	Rice warmer	Rice	200°F
Kitchen	Drawer cooler	Meatball	39°F
Kitchen	Drawer cooler	Wonton	40°F
Kitchen	Flip Top	Sliced tomatoes	38 °F
Kitchen	Flip Top	Shrimp	46°F
Kitchen	Reach-In Cooler	Fish sauce	52 °F

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

Notes

PIC stated they are no longer using ie wants to cool, partially fillimg 5 gallon buckets with broth and put in freezer to cool.

PIC explained proper cleaning procedures.

No evidence of prep in basement.

inspection conducted with Brian Oram and Bethany Yates after a complaint of cockroaches.

Inspection from 12:32pm-1:52pm.