



Washoe County Health District

Environmental Health Services Division

P.O. Box 11130 * Reno, Nevada 89520 * (775) 328-2434 * FAX (775) 328-6176

www.washoecounty.us/health

Health Establishment Inspection Report

2200 FOOD: OPENING INSPECTION

Facility Name: RENO PHO
 Location: 3004 KIETZKE LN RENO
 Facility Phone: 775-229-5889
 Type: (Restaurant)

Permit: F150059
 Inspection Date: 2015-02-19
 Inspection Area: HF09
 Risk Category: 0

Contact Name: Loc Nguyen
 Hours of Operation: 9 AM - 9 PM
 Certified Food Manager: Need by 04/19/15
 Certificate Number: Need by 04/19/15
 CFM Expiration Date: Need by 04/19/15

Start Time: 12:00 AM
 End Time: 12:00 AM

Score: 100

Below is the result of today's inspection. "VIOLATED: POINTS DEDUCTED" indicates a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments, and is an ORDER to abate the violation within the time frame(s) specified. Corrections are described in the section titled Official Notice.

SECTION I: FOOD SOURCES

- 2200-00010 - [5] Source sound condition; no spoilage
- 2200-00020 - [1] Original container; properly labeled

SECTION II: FOOD PROTECTION

- 2200-00030 - [5] Potentially hazardous food meets temperature requirements during storage; preparation, display, service, transportation
- 2200-00040 - [4] Facilities to maintain product temperature
- 2200-00050 - [2] Food protected during storage, preparation, display, service, transportation
- 2200-00060 - [2] Handling of food, ice, minimized
- 2200-00070 - [2] Potentially hazardous food properly thawed
- 2200-00080 - [1] Thermometers provided and conspicuous
- 2200-00090 - [1] In-use food, ice dispensing utensils properly stored

SECTION III: PERSONNEL

- 2200-00100 - [5] Personnel with infections restricted
- 2200-00110 - [5] Hands washed and cleaned, good hygienic practices
- 2200-00120 - [1] Clean clothes, hair restraints
- 2200-00130 - [3] CFPM or person in charge present, certificates posted as required

SECTION IV: EQUIPMENT & UTENSILS

- 2200-00140 - [4] Sanitization rinse, clean, temperature concentration, exposure time; equipment, utensils sanitized
- 2200-00150 - [2] Food (ice) contact surfaces: designed, constructed, maintained, installed, located
- 2200-00160 - [2] Dishwasher facilities designed, constructed, maintained, installed, located, operated as required
- 2200-00170 - [2] Food contact surfaces of equipment and utensils clean, free of abrasives, detergents
- 2200-00180 - [2] No re-use of single service articles
- 2200-00190 - [2] Wash, rinse water: clean, proper temperature
- 2200-00200 - [2] Accurate thermometers, chemical test kits provided, gauge cock (1/4" IPS Valve)
- 2200-00210 - [1] Non-food contact surfaces: designed, constructed, maintained, installed, located
- 2200-00220 - [1] Non-food contact surfaces of equipment and utensils clean
- 2200-00230 - [1] Storage, handling of clean equipment / utensils
- 2200-00240 - [1] Single service: articles, storage, dispensing, used
- 2200-00250 - [1] Wiping clothes: clean, use restricted

SECTION V: WATER

- 2200-00260 - [5] Water sources: safe, hot & cold under pressure

SECTION VI: SEWAGE

- 2200-00270 - [5] Sewage and waste water disposal

SECTION VII: PLUMBING

- 2200-00280 - [5] Cross connection, back siphonage, backflow
- 2200-00290 - [1] Installed, maintained

SECTION VIII: TOILETS & HANDSINKS

- 2200-00300 - [4] Number, convenient, accessible, designed, installed
- 2200-00310 - [2] Toilet rooms: self closing doors, fixtures maintained, clean, hand soap/drying devices provided; proper waste receptacle

SECTION IX: GARBAGE & REFUSE

- 2200-00320 - [2] Containers or receptacles: covered, adequate number, insect/rodent proof; frequency, clean
- 2200-00330 - [1] Outside storage area enclosures: properly constructed, clean, controlled incineration

SECTION X: VERMIN & ANIMALS

- 2200-00340 - [4] Presence of vermin, outer openings protected, no prohibited animals

SECTION XI: FLOOR; WALL; CEILING

- 2200-00350 - [1] Floors; constructed, drained, clean, good repair, covering installation, dustless cleaning methods
- 2200-00360 - [1] Walls; ceilings: attached equipment constructed, good repair, clean surfaces, dustless cleaning methods

SECTION XII: LIGHTING

- 2200-00370 - [1] Lighting provided as required, fixtures shielded

SECTION XIII: VENTILATION

2200-00380 - [1] Rooms and equipment - vented as required

SECTION XIV: DRESSING ROOMS

2200-00390 - [1] Rooms clean, lockers provided, facilities clean, properly located

SECTION XV: OTHER OPERATIONS

2200-00400 - [5] Necessary toxic items properly stored, labeled, used

2200-00410 - [1] Premises free of litter, unnecessary articles, equipment/personal articles properly stored, authorized personnel

2200-00420 - [1] Clean, soiled linen properly stored

2200-00430 - [1] Raw / undercooked food advisory, liquor birth defect warning signs posted as required

Official Notice:**General Comments:**

2200-COMM - The following items shall be corrected prior to issuance of health permit:

- 1) All cold holding units shall be operating and maintaining a temperature of 40 F or lower.
- 2) Provide cold holding thermometers for all cold holding units.
- 3) Clean interior of all cold holding units including gaskets and handles.
- 4) Repair slow draining floor sink next to dishwasher.
- 5) Clean all floor sinks of all food debris buildup.
- 6) Provide chlorine chemical test strip for chlorine sanitizing dishwasher.
- 7) Acquire a bimetallic stem thermometer of digital food thermometer to monitor temperatures of food.
- 8) Clean floors and move equipment to clean in hard to reach areas such as behind shelving.
- 9) Label the sink in back small room as a "prep sink only." This sink is to be used for prepping food only. No handwashing or warewashing of equipment is to be conducted in this sink.
- 10) Enclose the half wall space in front kitchen to be smooth and easily cleanable.
- 11) Repair self closure at front entrance and post a "no-smoking" sign at front entrance.
- 12) Resurface all cutting boards at makeup units of all deep knife grooves and staining.
- 13) Clean and sanitize ice machine per manufacturer's recommendations. Do remove all ice before cleaning and sanitizing.

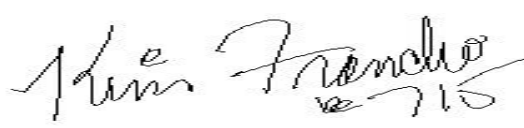
This restaurant will be serving Vietnamese food which consists of noodle soups in various meat broths, rice dishes, cooked and uncooked vegetables and herbs and other Asian dishes that include different cuts of meat. This restaurant will be assigned a risk category 3 health permit once approved and requires at least (1) one Certified Food Protection Manager to be assigned to this facility who is at least a 30 hour employee. A list of Washoe County approved instructors was given to owner at time of opening inspection. This course is a 16 hour course. Once completed and passed the Certified Food Protection Manager shall oversee the safe food handling and food safety training for employees at this restaurant.

Please call health inspector for a reinspection at 775-328-2682.

Date by which the above violations must be abated: **Call for a reinspection.**

Failure to comply with this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations.

(Reference: NRS, 446.895)

Health District Representative (include Call No.): 	Inspection Report Received By: 	Manager Review:
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Health Establishment Inspection Report

2201 FOOD: OPENING REINSPECTION 1ST

Facility Name: RENO PHO
Location: 3004 KIETZKE LN RENO
Facility Phone: 775-229-5889
Type: (Restaurant)

Permit: F150059
Inspection Date: 2015-02-24
Inspection Area: HF09
Risk Category: 3

Contact Name: Loc Nguyen
Hours of Operation: 9 AM - 9 PM
Certified Food Manager: Need by 04/19/15

Start Time: 12:00 AM
End Time: 12:00 AM

Score: 100

Certificate Number: Need by 04/19/15
CFM Expiration Date: Need by 04/19/15

Below is the result of today's inspection. "VIOLATED: POINTS DEDUCTED" indicates a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments, and is an ORDER to abate the violation within the time frame(s) specified. Corrections are described in the section titled Official Notice.

SECTION I: FOOD SOURCES

- 2201-00010 - [5] Source sound condition; no spoilage
- 2201-00020 - [1] Original container; properly labeled

SECTION II: FOOD PROTECTION

- 2201-00030 - [5] Potentially hazardous food meets temperature requirements during storage; preparation, display, service, transportation
- 2201-00040 - [4] Facilities to maintain product temperature
- 2201-00050 - [2] Food protected during storage, preparation, display, service, transportation
- 2201-00060 - [2] Handling of food, ice, minimized
- 2201-00070 - [2] Potentially hazardous food properly thawed
- 2201-00080 - [1] Thermometers provided and conspicuous
- 2201-00090 - [1] In-use food, ice dispensing utensils properly stored

SECTION III: PERSONNEL

- 2201-00100 - [5] Personnel with infections restricted
- 2201-00110 - [5] Hands washed and cleaned, good hygienic practices
- 2201-00120 - [1] Clean clothes, hair restraints
- 2201-00130 - [3] CFPM or person in charge present, certificates posted as required

SECTION IV: EQUIPMENT & UTENSILS

- 2201-00140 - [4] Sanitization rinse, clean, temperature concentration, exposure time; equipment, utensils sanitized
- 2201-00150 - [2] Food (ice) contact surfaces: designed, constructed, maintained, installed, located
- 2201-00160 - [2] Dishwasher facilities designed, constructed, maintained, installed, located, operated as required
- 2201-00170 - [2] Food contact surfaces of equipment and utensils clean, free of abrasives, detergents
- 2201-00180 - [2] No re-use of single service articles
- 2201-00190 - [2] Wash, rinse water: clean, proper temperature
- 2201-00200 - [2] Accurate thermometers, chemical test kits provided, gauge cock (1/4" IPS Valve)
- 2201-00210 - [1] Non-food contact surfaces: designed, constructed, maintained, installed, located
- 2201-00220 - [1] Non-food contact surfaces of equipment and utensils clean
- 2201-00230 - [1] Storage, handling of clean equipment / utensils
- 2201-00240 - [1] Single service: articles, storage, dispensing, used
- 2201-00250 - [1] Wiping clothes: clean, use restricted

SECTION V: WATER

- 2201-00260 - [5] Water sources: safe, hot & cold under pressure

SECTION VI: SEWAGE

- 2201-00270 - [5] Sewage and waste water disposal

SECTION VII: PLUMBING

- 2201-00280 - [5] Cross connection, back siphonage, backflow
- 2201-00290 - [1] Installed, maintained

SECTION VIII: TOILETS & HANDSINKS

- 2201-00300 - [4] Number, convenient, accessible, designed, installed
- 2201-00310 - [2] Toilet rooms: self closing doors, fixtures maintained, clean, hand soap/drying devices provided; proper waste receptacle

SECTION IX: GARBAGE & REFUSE

- 2201-00320 - [2] Containers or receptacles: covered, adequate number, insect/rodent proof; frequency, clean
- 2201-00330 - [1] Outside storage area enclosures: properly constructed, clean, controlled incineration

SECTION X: VERMIN & ANIMALS

- 2201-00340 - [4] Presence of vermin, outer openings protected, no prohibited animals

SECTION XI: FLOOR; WALL; CEILING

- 2201-00350 - [1] Floors; constructed, drained, clean, good repair, covering installation, dustless cleaning methods
- 2201-00360 - [1] Walls; ceilings: attached equipment constructed, good repair, clean surfaces, dustless cleaning methods

SECTION XII: LIGHTING

- 2201-00370 - [1] Lighting provided as required, fixtures shielded

SECTION XIII: VENTILATION

2201-00380 - [1] Rooms and equipment - vented as required

SECTION XIV: DRESSING ROOMS

2201-00390 - [1] Rooms clean, lockers provided, facilities clean, properly located

SECTION XV: OTHER OPERATIONS

2201-00400 - [5] Necessary toxic items properly stored, labeled, used

2201-00410 - [1] Premises free of litter, unnecessary articles, equipment/personal articles properly stored, authorized personnel

2201-00420 - [1] Clean, soiled linen properly stored

2201-00430 - [1] Raw / undercooked food advisory, liquor birth defect warning signs posted as required

Official Notice:**General Comments:**

2201-COMM - All items noted on Opening Inspection corrected.

All cold holding units checked OK and within regulations. Thermometers present.

Kitchen observed clean and organized.

Chlorine chemicals test kit on site.

Owner/operator scheduled to take food safety course with Baritone School.

OK to operate, OK to issue health permit.

An annual inspection will be conducted within 90 days. This inspection will be unannounced.

Date by which the above violations must be abated: **N/a**

Failure to comply with this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations.

(Reference: NRS, 446.895)

Health District Representative (include Call No.):  2745	Inspection Report Received By: 	Manager Review:
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Health Establishment Inspection Report

2205 FOOD: ROUTINE INSPECTION 1ST

Facility Name: PHO KIETZKE
Location: 3004 KIETZKE LN RENO
Facility Phone: 775-229-5889
Type: (Restaurant)

Permit: F150059
Inspection Date: 2015-05-21
Inspection Area: HF09
Risk Category: 3

Contact Name: Loc Nguyen
Hours of Operation: 10 AM - 9 PM
Certified Food Manager: Loc Nguyen

Start Time: 12:00 AM
End Time: 12:00 AM

Score: 81

Certificate Number: Need by 06/21/15; no exceptions.
CFM Expiration Date: Need by 06/21/15

Below is the result of today's inspection. "VIOLATED: POINTS DEDUCTED" indicates a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments, and is an ORDER to abate the violation within the time frame(s) specified. Corrections are described in the section titled Official Notice.

SECTION I: FOOD SOURCES

2205-00010 - [5] Source sound condition; no spoilage

2205-00020 - [1] Original container; properly labeled

SECTION II: FOOD PROTECTION

2205-00030 - [5] Potentially hazardous food meets temperature requirements during storage; preparation, display, service, transportation

2205-00040 - [4] Facilities to maintain product temperature

VIOLATED: 2 Points Deducted 2205-00050 - [2] Food protected during storage, preparation, display, service, transportation

2205-00060 - [2] Handling of food, ice, minimized

VIOLATED: 2 Points Deducted 2205-00070 - [2] Potentially hazardous food properly thawed

2205-00080 - [1] Thermometers provided and conspicuous

VIOLATED: 1 Points Deducted 2205-00090 - [1] In-use food, ice dispensing utensils properly stored

SECTION III: PERSONNEL

2205-00100 - [5] Personnel with infections restricted

2205-00110 - [5] Hands washed and cleaned, good hygienic practices

2205-00120 - [1] Clean clothes, hair restraints

VIOLATED: 3 Points Deducted 2205-00130 - [3] CFPM or person in charge present, certificates posted as required

SECTION IV: EQUIPMENT & UTENSILS

- 2205-00140 - [4] Sanitization rinse, clean, temperature concentration, exposure time; equipment, utensils sanitized
- 2205-00150 - [2] Food (ice) contact surfaces: designed, constructed, maintained, installed, located
- 2205-00160 - [2] Dishwasher facilities designed, constructed, maintained, installed, located, operated as required
- 2205-00170 - [2] Food contact surfaces of equipment and utensils clean, free of abrasives, detergents
- 2205-00180 - [2] No re-use of single service articles
- 2205-00190 - [2] Wash, rinse water: clean, proper temperature

- VIOLATED: 2 Points Deducted**
- 2205-00200 - [2] Accurate thermometers, chemical test kits provided, gauge cock (1/4" IPS Valve)
 - 2205-00210 - [1] Non-food contact surfaces: designed, constructed, maintained, installed, located
 - 2205-00220 - [1] Non-food contact surfaces of equipment and utensils clean
 - 2205-00230 - [1] Storage, handling of clean equipment / utensils
 - 2205-00240 - [1] Single service: articles, storage, dispensing, used
 - 2205-00250 - [1] Wiping clothes: clean, use restricted

SECTION V: WATER

- 2205-00260 - [5] Water sources: safe, hot & cold under pressure

SECTION VI: SEWAGE

- 2205-00270 - [5] Sewage and waste water disposal

SECTION VII: PLUMBING

- 2205-00280 - [5] Cross connection, back siphonage, backflow
- 2205-00290 - [1] Installed, maintained

SECTION VIII: TOILETS & HANDSINKS

- VIOLATED: 4 Points Deducted**
- 2205-00300 - [4] Number, convenient, accessible, designed, installed
 - 2205-00310 - [2] Toilet rooms: self closing doors, fixtures maintained, clean, hand soap/drying devices provided; proper waste receptacle

SECTION IX: GARBAGE & REFUSE

- 2205-00320 - [2] Containers or receptacles: covered, adequate number, insect/rodent proof; frequency, clean
- 2205-00330 - [1] Outside storage area enclosures: properly constructed, clean, controlled incineration

SECTION X: VERMIN & ANIMALS

- 2205-00340 - [4] Presence of vermin, outer openings protected, no prohibited animals

SECTION XI: FLOOR; WALL; CEILING

- 2205-00350 - [1] Floors; constructed, drained, clean, good repair, covering installation, dustless cleaning methods
- 2205-00360 - [1] Walls; ceilings: attached equipment constructed, good repair, clean surfaces, dustless cleaning methods

SECTION XII: LIGHTING

- 2205-00370 - [1] Lighting provided as required, fixtures shielded

SECTION XIII: VENTILATION

2205-00380 - [1] Rooms and equipment - vented as required

SECTION XIV: DRESSING ROOMS

2205-00390 - [1] Rooms clean, lockers provided, facilities clean, properly located

SECTION XV: OTHER OPERATIONS

VIOLATED: 5 Points Deducted 2205-00400 - [5] Necessary toxic items properly stored, labeled, used

2205-00410 - [1] Premises free of litter, unnecessary articles, equipment/personal articles properly stored, authorized personnel

2205-00420 - [1] Clean, soiled linen properly stored

2205-00430 - [1] Raw / undercooked food advisory, liquor birth defect warning signs posted as required

Official Notice:

2205-00050 - 050) Raw product stored incorrectly. Store all raw foods below cooked and ready to eat foods to prevent potential cross contamination.

Observed raw meats stored above vegetables in one door upright freezer. Observed icecream stored directly on top of raw beef inside deep freezer. Observed whole raw shell eggs stored directly on top of baby corn in makeup unit.

Discontinue storing raw meats on top of foods that are ready to eat. Do store all prepared foods, vegetables and other non-potentially hazardous foods above raw meats in all cold holding units.

* Do cover food when not in use.

Observed shrimp spring rolls stored on ice with a recorded temperature of 70 F. Do ice down completely potentially hazardous foods to maintain temperature of 40 F or lower. Spring rolls were made less than 1 hour ago and placed inside walk in unit noted at 36 F.

* Corrected on site.

2205-00070 - 070) Incorrect thawing. Thaw all foods under continuously cold running water, under refrigeration, in the microwave, or as part of the cooking process to prevent bacteria growth.

Observed block of raw frozen shrimp improperly thawing in prep sink.

* Corrected on site.

2205-00090 - 090) Store ice/food scoops within separate clean container or in product with handle up to minimize hand contact with product.

Observed ice scoop improperly stored with handle resting on ice inside ice machine.

* Corrected on site.

2205-00130 - Risk category 3 food establishment shall employ a minimum of one full time Certified Food Protection Mnager. This Certified Food manager must have on-site supervision and management of the permitted food establishment's foodservice operations and foodservice employees.

This permitted restaurant facility has had over 90 days to acquire a Washoe County Certified Food Protection Manager. A 30 day extension will be granted and a CFPM must be assigned to this restaurant on or before June 21, 2015.

2205-00200 - Owner shall acquire a food probing thermometer to monitor both hot and cold foods.

Cold foods must be maintained at temperature of 40 F or lower.

Hot foods must be maintained at a temperature of 140 F or higher.

2205-00300 - 300) All hand washing sinks must remain unobstructed and accessible during operation to ensure proper hand washing.

Observed both handsinks in kitcheb blocked. Discontinue storing the side table in front of the handsink in front of kitchen. Discontinue storing dish racks on top of handsink next to dishwasher.

Reviewed with operator importance of handwashing. Handwashing is the best way to prevent foodborne illness.

2205-00400 - 400) Store all toxic items away from food, food preparation areas, and food contact surfaces, including dishware. Observed two spray bottles of chemicals stored next to clean glassware.

Observed 4 X 1 gallon containers of bleach stored directly over prep sink where raw shrimp was improperly thawing.

Reviewed with operator to store all chemicals properly.

** Corrected on site.

General Comments:

2205-COMM - No food being cooked at time of inspection.

Hot holding temps. recorded:

White rice @ 162 F, rice noodles @ 162 F, and beef broth @ 180 F.

Cold holding temps. recorded:

Raw shrimp @ 41 F, raw chicken @ 41 F and noodles inside reach in unit at 43 F. Discusd with operator to monitor cold holding perishable foods to be at temperatures below 40 F.

Chlorine dishwasher recorded at 100 ppm.

Bathroom observed clean and stocked. Handsinks have liquid soap and sanitary disposable towels.

Health inspector reviewed with operator importance of food education and activer managerial control. Owner must oversee the safe food handling practices of all employees including monitoring for proper handwashing.

Discussed with owner to complete Certified Food Protection Manager Certificate requirement within 30 days. Failure to comply will result in reinspection fees being charged and possible suspension of health permit.

Date by which the above violations must be abated: **CFPM requirement by 06/21/15 and all other violations by 05/28/15 .**

Failure to comply with this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations.

(Reference: NRS, 446.895)

Health District Representative (include Call No.): 	Inspection Report Received By: 	Manager Review:
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Health Establishment Inspection Report

2205 FOOD: ROUTINE INSPECTION 1ST

Facility Name: PHO KIETZKE
 Location: 3004 KIETZKE LN RENO
 Facility Phone: 775-229-5889
 Type: (Restaurant)

Permit: F150059
 Inspection Date: 2016-09-16
 Inspection Area: HF14
 Risk Category: 3

Contact Name: Loc Nguyen
 Hours of Operation: 11AM-9PM
 Certified Food Manager: Loc Nguyen

Start Time: 02:30 PM
 End Time: 03:30 PM

Score: 88

Certificate Number: 21127784 (FSP)
 CFM Expiration Date: 7/14/2020

Below is the result of today's inspection. "VIOLATED: POINTS DEDUCTED" indicates a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments, and is an ORDER to abate the violation within the time frame(s) specified. Corrections are described in the section titled Official Notice.

SECTION I: FOOD SOURCES

- 2205-00010 - [5] Source sound condition; no spoilage
- 2205-00020 - [1] Original container; properly labeled

SECTION II: FOOD PROTECTION

- 2205-00030 - [5] Potentially hazardous food meets temperature requirements during storage; preparation, display, service, transportation
- 2205-00040 - [4] Facilities to maintain product temperature
- 2205-00060 - [2] Handling of food, ice, minimized
- 2205-00070 - [2] Potentially hazardous food properly thawed
- 2205-00090 - [1] In-use food, ice dispensing utensils properly stored

SECTION III: PERSONNEL

- 2205-00100 - [5] Personnel with infections restricted
- 2205-00110 - [5] Hands washed and cleaned, good hygienic practices
- 2205-00120 - [1] Clean clothes, hair restraints
- 2205-00130 - [3] CFPM or person in charge present, certificates posted as required

SECTION IV: EQUIPMENT & UTENSILS

- 2205-00160 - [2] Dishwasher facilities designed, constructed, maintained, installed, located, operated as required
- 2205-00170 - [2] Food contact surfaces of equipment and utensils clean, free of abrasives, detergents
- 2205-00180 - [2] No re-use of single service articles
- 2205-00190 - [2] Wash, rinse water: clean, proper temperature
- 2205-00200 - [2] Accurate thermometers, chemical test kits provided, gauge cock (1/4" IPS Valve)
- 2205-00220 - [1] Non-food contact surfaces of equipment and utensils clean
- 2205-00230 - [1] Storage, handling of clean equipment / utensils
- 2205-00240 - [1] Single service: articles, storage, dispensing, used
- 2205-00250 - [1] Wiping clothes: clean, use restricted

SECTION V: WATER

- 2205-00260 - [5] Water sources: safe, hot & cold under pressure

SECTION VI: SEWAGE

- 2205-00270 - [5] Sewage and waste water disposal

SECTION VII: PLUMBING

- 2205-00280 - [5] Cross connection, back siphonage, backflow
- 2205-00290 - [1] Installed, maintained

SECTION VIII: TOILETS & HANDSINKS

- 2205-00300 - [4] Number, convenient, accessible, designed, installed
- 2205-00310 - [2] Toilet rooms: self closing doors, fixtures maintained, clean, hand soap/drying devices provided; proper waste receptacle

SECTION IX: GARBAGE & REFUSE

- 2205-00320 - [2] Containers or receptacles: covered, adequate number, insect/rodent proof; frequency, clean
- 2205-00330 - [1] Outside storage area enclosures: properly constructed, clean, controlled incineration

SECTION X: VERMIN & ANIMALS

- 2205-00340 - [4] Presence of vermin, outer openings protected, no prohibited animals

SECTION XI: FLOOR; WALL; CEILING

SECTION XII: LIGHTING

- 2205-00370 - [1] Lighting provided as required, fixtures shielded

SECTION XIII: VENTILATION

2205-00380 - [1] Rooms and equipment - vented as required

SECTION XIV: DRESSING ROOMS

2205-00390 - [1] Rooms clean, lockers provided, facilities clean, properly located

SECTION XV: OTHER OPERATIONS

2205-00400 - [5] Necessary toxic items properly stored, labeled, used

2205-00410 - [1] Premises free of litter, unnecessary articles, equipment/personal articles properly stored, authorized personnel

2205-00420 - [1] Clean, soiled linen properly stored

2205-00430 - [1] Raw / undercooked food advisory, liquor birth defect warning signs posted as required

VIOLATED: 2 Points Deducted 2205-00050 - [2] Food protected during storage, preparation, display, service, transportation

VIOLATED: 4 Points Deducted 2205-00140 - [4] Sanitization rinse, clean, temperature concentration, exposure time; equipment, utensils sanitized

VIOLATED: 1 Points Deducted 2205-00210 - [1] Non-food contact surfaces: designed, constructed, maintained, installed, located

VIOLATED: 1 Points Deducted 2205-00350 - [1] Floors; constructed, drained, clean, good repair, covering installation, dustless cleaning methods

VIOLATED: 2 Points Deducted 2205-00150 - [2] Food (ice) contact surfaces: designed, constructed, maintained, installed, located

VIOLATED: 1 Points Deducted 2205-00080 - [1] Thermometers provided and conspicuous

VIOLATED: 1 Points Deducted 2205-00360 - [1] Walls; ceilings: attached equipment constructed, good repair, clean surfaces, dustless cleaning methods

Official Notice:

2205-00050 - Cutting board severely scored by knife marks. Have cutting board either resurfaced or replace to ensure the safety of the food prepared on the cutting board.

2205-00140 - Dishwasher not dispensing proper levels of sanitizer. Repair unit to dispense adequate amounts of sanitizer to ensure proper sanitization.

2205-00210 - Door seal on reach-in unit broken. Replace door seal and maintain as constructed.

2205-00350 - Floors dirty. Clean thoroughly to prevent vermin attraction and maintain sanitary conditions.

2205-00150 - Mold on the deflector plate of the ice machine. Discard ice in ice machine have it cleaned before using the ice to ensure safety of ice served to customers.

2205-00080 - Thermometer missing in cold holding unit. Ensure all refrigeration and freezer units are stocked with a conspicuously placed thermometer in order to monitor unit temperature.

2205-00360 - Walls dirty. Clean thoroughly to prevent vermin attraction and maintain sanitary conditions.

General Comments:**2205-COMM** - Notes:

- Hand sink properly stocked.
- Bathrooms properly stocked.
- Freezer -5F.
- Walk-In 39F.
- All lights properly shielded.
- All items stored at least 6" off the ground.
- Cold holding
- Shrimp 35F.
- Tripe 37F.
- Chicken 39F.
- Beef 40F.
- Pork 38F.
- Hot holding
- Noodles 150F.
- Rice 160F.

Date by which the above violations must be abated: **9/21/2016**

Failure to comply with this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations.

(Reference: NRS, 446.895)

Health District Representative (include Call No.):  # 784	Inspection Report Received By: 	Manager Review:
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Washoe County Health District

Environmental Health Services Division

P.O. Box 11130 * Reno, Nevada 89520 * (775) 328-2434 * FAX (775) 328-6176

www.washoecounty.us/health

Health Establishment Inspection Report

2209 FOOD: ROUTINE REINSPECTION 1ST

Facility Name: PHO KIETZKE
 Location: 3004 KIETZKE LN RENO
 Facility Phone: 775-229-5889
 Type: (Restaurant)

Permit: F150059
 Inspection Date: 2016-09-30
 Inspection Area: HF14
 Risk Category: 3

Contact Name: Loc Nguyen
 Hours of Operation: 11AM-9PM
 Certified Food Manager: Loc Nyugen
 Certificate Number: 21127784 (FSP)
 CFM Expiration Date: 7/14/2020

Start Time: 02:30 PM
 End Time: 03:30 PM

Score: 100

Below is the result of today's inspection. "VIOLATED: POINTS DEDUCTED" indicates a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments, and is an ORDER to abate the violation within the time frame(s) specified. Corrections are described in the section titled Official Notice.

SECTION I: FOOD SOURCES

- 2209-00010 - [5] Source sound condition; no spoilage
- 2209-00020 - [1] Original container; properly labeled

SECTION II: FOOD PROTECTION

- 2209-00030 - [5] Potentially hazardous food meets temperature requirements during storage; preparation, display, service, transportation
- 2209-00040 - [4] Facilities to maintain product temperature
- 2209-00050 - [2] Food protected during storage, preparation, display, service, transportation
- 2209-00060 - [2] Handling of food, ice, minimized
- 2209-00070 - [2] Potentially hazardous food properly thawed
- 2209-00080 - [1] Thermometers provided and conspicuous
- 2209-00090 - [1] In-use food, ice dispensing utensils properly stored

SECTION III: PERSONNEL

- 2209-00100 - [5] Personnel with infections restricted
- 2209-00110 - [5] Hands washed and cleaned, good hygienic practices
- 2209-00120 - [1] Clean clothes, hair restraints
- 2209-00130 - [3] CFPM or person in charge present, certificates posted as required

SECTION IV: EQUIPMENT & UTENSILS

- 2209-00140 - [4] Sanitization rinse, clean, temperature concentration, exposure time; equipment, utensils sanitized
- 2209-00150 - [2] Food (ice) contact surfaces: designed, constructed, maintained, installed, located
- 2209-00160 - [2] Dishwasher facilities designed, constructed, maintained, installed, located, operated as required
- 2209-00170 - [2] Food contact surfaces of equipment and utensils clean, free of abrasives, detergents
- 2209-00180 - [2] No re-use of single service articles
- 2209-00190 - [2] Wash, rinse water: clean, proper temperature
- 2209-00200 - [2] Accurate thermometers, chemical test kits provided, gauge cock (1/4" IPS Valve)
- 2209-00210 - [1] Non-food contact surfaces: designed, constructed, maintained, installed, located
- 2209-00220 - [1] Non-food contact surfaces of equipment and utensils clean
- 2209-00230 - [1] Storage, handling of clean equipment / utensils
- 2209-00240 - [1] Single service: articles, storage, dispensing, used
- 2209-00250 - [1] Wiping clothes: clean, use restricted

SECTION V: WATER

- 2209-00260 - [5] Water sources: safe, hot & cold under pressure

SECTION VI: SEWAGE

- 2209-00270 - [5] Sewage and waste water disposal

SECTION VII: PLUMBING

- 2209-00280 - [5] Cross connection, back siphonage, backflow
- 2209-00290 - [1] Installed, maintained

SECTION VIII: TOILETS & HANDSINKS

- 2209-00300 - [4] Number, convenient, accessible, designed, installed
- 2209-00310 - [2] Toilet rooms: self closing doors, fixtures maintained, clean, hand soap/drying devices provided; proper waste receptacle

SECTION IX: GARBAGE & REFUSE

- 2209-00320 - [2] Containers or receptacles: covered, adequate number, insect/rodent proof; frequency, clean
- 2209-00330 - [1] Outside storage area enclosures: properly constructed, clean, controlled incineration

SECTION X: VERMIN & ANIMALS

- 2209-00340 - [4] Presence of vermin, outer openings protected, no prohibited animals

SECTION XI: FLOOR; WALL; CEILING

- 2209-00350 - [1] Floors; constructed, drained, clean, good repair, covering installation, dustless cleaning methods
- 2209-00360 - [1] Walls; ceilings: attached equipment constructed, good repair, clean surfaces, dustless cleaning methods

SECTION XII: LIGHTING

- 2209-00370 - [1] Lighting provided as required, fixtures shielded

SECTION XIII: VENTILATION

2209-00380 - [1] Rooms and equipment - vented as required

SECTION XIV: DRESSING ROOMS

2209-00390 - [1] Rooms clean, lockers provided, facilities clean, properly located

SECTION XV: OTHER OPERATIONS

2209-00400 - [5] Necessary toxic items properly stored, labeled, used

2209-00410 - [1] Premises free of litter, unnecessary articles, equipment/personal articles properly stored, authorized personnel

2209-00420 - [1] Clean, soiled linen properly stored

2209-00430 - [1] Raw / undercooked food advisory, liquor birth defect warning signs posted as required

Official Notice:

General Comments:

2209-COMM - Notes:

- Cutting has been resurfaced.
- Dish washer sanitizer at 100 ppm chlorine.
- Door seal replaced.
- Ice machine clean.
- Reach-In 38F.
- Walls and floors clean.

Date by which the above violations must be abated: **All violations from previous inspection have been corrected.**

Failure to comply with this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations.

(Reference: NRS, 446.895)

Health District Representative (include Call No.): 	Inspection Report Received By: 	Manager Review:
---	--	------------------------

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT**

Facility Status:

- ☐ Pass
☐ Conditional Pass
☒ Closed

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 9/29/2017
Address: 3004 KIETZKE LN		City/Zip: RENO		Permit #: F150059
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen			Phone #: 229-5889
Hours of Operation: 10A-9P	Area NO: 05	Inspection Type: Routine Inspection	Time In: 12:30PM	Time out: 2:45PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Date Expired: 07/14/20	

Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Risk Factor Interventions									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Supervision									
1	IN	Demonstration of Knowledge/Active Managerial Control				15a	IN	After being sold or served to a consumer, food is not reserved	
Employee Health						15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food	
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting				PHF/TCS Foods			
3	IN	Communicable Diseases: Proper use of restriction/exclusion				16	N/O	Food cooked to proper final cook temperature	
Good Hygienic Practices						17	N/A	Proper reheating procedures for hot holding	
4	IN	Proper eating, tasting, drinking or tobacco use				18	N/O	Proper cooling time and temperatures	
5	IN	No discharge from eyes, nose, and mouth				19	IN	Proper hot holding temperatures	
Control of Hands as a Vehicle of Contamination						20	IN	Proper cold holding temperatures	
6	IN	Hands clean and properly washed				21a	N/O	Proper date marking and disposition	
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed				21b	N/A	Time as a public health control: written procedures and records	
8a	OUT	Handwashing sinks accessible; conveniently located	X			Consumer Advisory			
8b	OUT	Handwashing sinks supplied	X			22	N/A	Consumer advisory provided if required	
Approved Sources						Highly Susceptible Populations			
9a	IN	Food obtained from approved source				23	N/A	Pasteurized food used; prohibited foods not offered	
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish				Food/Color Additives and Toxic Substances			
9c	N/A	Game animals and wild mushrooms approved by regulatory authority				24	N/A	Food additives; approved and properly used	
10	N/O	Food received at proper temperature				25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
11	IN	Food in good condition, safe, and unadulterated				25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
12a	N/A	Required Records: parasite destruction				Conformance with Approved Procedures			
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order				26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan	
Food Protection from Contamination						Equipment and Facilities			
13a	OUT	Separating raw animal foods from raw or cooked RTE foods	X			27	OUT	Insects, rodents and animals not present/outer opening protected	
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display				28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	
13c	IN	Food protected from environmental contamination				29	OUT	Hot and cold water available; approved source	
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination				30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	

Approved Retail Practices									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Safe Food						43	IN	Single-service / single-use articles: properly stored and used	
31	IN	Pasteurized eggs used where required				44	IN	Slash resistant / cloth gloves used properly	
Food Temperature Control						Utensils, Equipment and Vending			
32	IN	Proper cooling methods used; adequate equipment for temperature control				45	OUT	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
33	N/O	Plant food properly cooked for hot holding				46	OUT	Non-food contact surfaces clean	
34	OUT	Approved thawing methods used	X			Physical Facilities			
35	IN	Thermometers provided and accurate				47	IN	Plumbing installed; proper backflow devices	
Food Identification						48	IN	Toilet facilities: properly constructed, supplied, and clean	
36	IN	Food properly labeled; original container				49	IN	Garbage and refuse properly disposed; facilities maintained	
Prevention of Food Contamination						50	OUT	Physical facilities installed, maintained, and clean	
37	IN	Contamination prevented during food preparation, storage and display				51	OUT	Adequate ventilation and lighting; designated areas used	
38	IN	Personal cleanliness							
39	IN	Wiping cloths: properly used and stored							
40	IN	Washing fruits and vegetables							
Proper Use of Utensils									
41	IN	In-use utensils: properly stored							
42	IN	Utensils, equipment and linens: properly stored and used							

Comments:

Permit suspended at this time due to facility not having ability to properly wash-rinse-sanitize dishes. Dishmachine had zero chemical residual. In order for facility to re-open, dish machine must be fixed. Call when ready to reopen. 328-2698.

1st reinspection will take place within 72 hours. 10/03/2017. Any further reinspections will be charged a reinspection fee. If facility meets all deadlines, no fees will be assessed. Failure to keep critical violations corrected may result in further action by the WCHD including permit revocation.

Temperatures Observed: Item/Location/Temperature

W/I @ 34F - Beef - 34F, Chicken - 32F

Make-up unit - Beans sprouts - 41F, Shrimp - 35F, Chicken - 34F, Beef - 38F

Hot Hold - Rice - 165F

Observations and Corrective Actions:

Item #	Violation
8a	Handsink to left of wok blocked by tables and cooking ingredients. Handsink must be accessible at all times to promote good handwashing and sanitary conditions. *COS
8b	Handsinks not supplied. Handsink in restroom not dispensing paper towels at time of inspection. Handsink in kitchen had no paper towels. Both sinks *COS
13a	Observed raw beef being stored directly above sauce, tea, and acidified RTE carrots. Carrots had no cover and directly under raw beef. Raw animal foods must be stored below RTE foods and food must be protected from environmental contamination. *COS
27	Observed live cockroaches behind dishwasher. Facility must begin cleaning better to prevent pests harborage. Live pests in food establishments can cause cross-contamination issues that lead to food borne illness. Must be corrected within 7 days. 10/06/17
28	Dishwasher had no detectable chemical residual for sanitizer. Facility is unable to correct issue at this time. No 3-comp sink in facility. Facility's permit to operate is SUSPENDED until critical violation can be rectified. Call for reinspection when unit is fixed. 328-2698. Not effectively sanitizing dishes can lead to patrons contracting illnesses from using plates, cups, and other food contact surfaces.
29	Handsink to left of wok had hot water shut off due to leak. Warm water will make handwashing more effective to reduce bacterial load. Fix within 7 days. 10/06/2017
34	Observed several types of meat thawing out on countertops throughout facility. Thawing must take place under refrigeration, running water, microwave or part of cooking process. *COS
45	Observed cutting boards visibly soiled and pitted. Food contact surfaces must be smooth and easily cleanable. Repair or replace within 7 days. 10/06/2017
46	Observed dirt and grime build-up on doors, door handles, walls, and equipment throughout facility. Must keep kitchen clean to prevent pest harborage and maintain sanitary conditions. Abate within 7 days. 10/06/17
50	Flooring is cracking, tiles broken. Floor must be smooth and easily clean. Floor must be smooth and easily cleanable to prevent pests. Fix within 30 days. 10/29/17

51	Observed heavy dust/dirt build-up on ceiling and on ventilation in kitchen area. Must keep area clean to prevent potential environmental contamination. Fix within 14 days. 10/13/17
Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)	

Re-Inspection Date (on or after): 72 hours. 10/3. 7 days 10/6. 14 days. 10/13. 30 days. 10/29.	
Environmental Health Specialist: Michael Touhey	Received By:

 WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • P.O. Box 11130 • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health	1 No. of Critical Risk Factor/Intervention violations
	FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	
Facility Status: ☒ Pass ☐ Conditional Pass ☐ Closed		

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 10/3/2017
Address: 3004 KIETZKE LN		City/Zip: RENO		Permit #: F150059
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen			Phone #: 229-5889
Hours of Operation: 10a-9p (Closed monday)	Area NO: 05	Inspection Type: Routine Reinspection w/o Fee	Time In: 1:00PM	Time out: 2:30PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Date Expired: 07/14/20	
Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Supervision									
1	IN	Demonstration of Knowledge/Active Managerial Control				15a	IN	After being sold or served to a consumer, food is not reserved	
Employee Health						15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food	
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting				PHF/TCS Foods			
3	IN	Communicable Diseases: Proper use of restriction/exclusion				16	IN	Food cooked to proper final cook temperature	
Good Hygienic Practices						17	IN	Proper reheating procedures for hot holding	
4	IN	Proper eating, tasting, drinking or tobacco use				18	IN	Proper cooling time and temperatures	
5	IN	No discharge from eyes, nose, and mouth				19	IN	Proper hot holding temperatures	
Control of Hands as a Vehicle of Contamination						20	IN	Proper cold holding temperatures	
6	IN	Hands clean and properly washed				21a	IN	Proper date marking and disposition	
7	OUT	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		X		21b	N/A	Time as a public health control: written procedures and records	
8a	IN	Handwashing sinks accessible; conveniently located				Consumer Advisory			
8b	IN	Handwashing sinks supplied				22	IN	Consumer advisory provided if required	
Approved Sources						Highly Susceptible Populations			
9a	IN	Food obtained from approved source				23	N/A	Pasteurized food used; prohibited foods not offered	
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish				Food/Color Additives and Toxic Substances			
9c	N/A	Game animals and wild mushrooms approved by regulatory authority				24	N/A	Food additives; approved and properly used	
10	N/O	Food received at proper temperature				25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
11	IN	Food in good condition, safe, and unadulterated				25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
12a	N/A	Required Records: parasite destruction				Conformance with Approved Procedures			
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order				26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan	
Food Protection from Contamination						Equipment and Facilities			
13a	IN	Separating raw animal foods from raw or cooked RTE foods				27	IN	Insects, rodents and animals not present/outer opening protected	
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display				28	IN	Warewashing equipment installed, maintained, and used; proper sanitization	
13c	IN	Food protected from environmental contamination				29	IN	Hot and cold water available; approved source	
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination				30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	

Approved Retail Practices

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R	Compliance Status			COS	R
Safe Food					43	IN	Single-service / single-use articles: properly stored and used		
31	IN	Pasteurized eggs used where required			44	N/A	Slash resistant / cloth gloves used properly		
Food Temperature Control					Utensils, Equipment and Vending				
32	IN	Proper cooling methods used; adequate equipment for temperature control			45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
33	N/O	Plant food properly cooked for hot holding			46	IN	Non-food contact surfaces clean		
34	IN	Approved thawing methods used			Physical Facilities				
35	IN	Thermometers provided and accurate			47	IN	Plumbing installed; proper backflow devices		
Food Identification					48	IN	Toilet facilities: properly constructed, supplied, and clean		
36	IN	Food properly labeled; original container			49	IN	Garbage and refuse properly disposed; facilities maintained		
Prevention of Food Contamination					50	IN	Physical facilities installed, maintained, and clean		
37	IN	Contamination prevented during food preparation, storage and display			51	IN	Adequate ventilation and lighting; designated areas used		
38	IN	Personal cleanliness							
39	IN	Wiping cloths: properly used and stored							
40	IN	Washing fruits and vegetables							
Proper Use of Utensils									
41	IN	In-use utensils: properly stored							
42	IN	Utensils, equipment and linens: properly stored and used							

Comments:

Facility has corrected or maintained corrections on violations from previous inspection. Facility will be charged a reinspection fee at this time due to other critical violations observed during reinspection. Facility must continue to meet other abatement dates from first inspection or additional fees may be assessed.

Facility will have reinspection next on Oct 25th (wednesday)

Minor violations that must be done by this date are deep cleaning of all floors, walls, and equipment.

Ventilation and ceiling cleaning must also be completed by this time.

Failure to keep all critical violations corrected and complete the abatement of all minor violations will result in additional reinspection fee and may end in suspension of health permit.

If permit is suspended next inspection, an office hearing will be conducted to outline how critical violations will remain corrected and how violations will be prevented in the future.

Temperatures Observed: Item/Location/Temperature

n/o

Observations and Corrective Actions:

Item #	Violation
7	Observed bare hand contact with ready to eat foods. CFPM used bare hands to handle and prepare greens that were directly given to customers. CFPM was aware of the rule but stated he was too busy for gloves. *COS

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): 10/25/2017

Environmental Health Specialist: Michael Touhey

Received By:

WASHOE COUNTY
HEALTH DISTRICT

ENHANCING QUALITY OF LIFE

WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION

1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520

Telephone (775) 328-2434 • Fax (775) 328-6176

www.washoecounty.us/health

healthes@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:

2

Facility Status:

☒ Pass

☐ Conditional Pass

☐ Closed

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

DBA/Name:
Pho Kietzhe

Risk Category
3

Type:
Rest

Date:
11/1/17

Address:
3004 Kietzhe Ln

City/Zip:
Reno

Permit #:
F150059

Owner/Operator:
Loc Nguyen

Person In Charge:
Loc Nguyen

Phone #:
729-5889

Hours of Operation:
10a - 9p (no Tues)

Area NO:
5

Inspection Type:
2nd Reinspect

Time In:
1:30

Time Out:
2:00

Certified Food Protection Manager:
Loc Nguyen

Exam Provider:
FSP

Certification #:
21127784

Date Expired:
7/14/20

Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Risk Factor Interventions					
Supervision					
1					R
Employee Health					
2					R
3					R
Good Hygienic Practices					
4					R COS
5					R COS
Control of Hands as a Vehicle of Contamination					
6					R COS
7	X				R COS
8a	X				R COS
8b	X				R COS
Approved Sources					
9a					R COS
9b					R COS
9c					R COS
10					R COS
11					R COS
12a					R
12b					R
Food Protection from Contamination					
13a	X				R COS
13b					R COS
13c					R COS
14					R COS
15a					R COS
15b					R COS
PHF/TCS Foods					
16					R COS
17					R COS
18					R COS
19					R COS
20					R COS
21a					R COS
21b					R COS
Consumer Advisory					
22					R COS
Highly Susceptible Populations					
23					R COS

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Food/Color Additives and Toxic Substances					
24					R COS
25a					R COS
25b					R COS
Conformance with Approved Procedures					
26					R COS
Equipment and Facilities					
27	X				R COS
28	X				R COS
29	X				R COS
30					R COS
Approved Retail Practices					
Safe Food					
31					R COS
Food Temperature Control					
32					R COS
33					R COS
34	X				R COS
35					R COS
Food Identification					
36					R COS
Prevention of Food Contamination					
37					R COS
38					R COS
39					R COS
40					R COS
Proper Use of Utensils					
41					R COS
42					R COS
43					R COS
44					R COS
Utensils, Equipment and Vending					
45	X				R COS
46	X				R COS
Physical Facilities					
47					R COS
48					R COS
49					R COS
50	X				R COS
51	X				R COS

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed: Item / Location / Temperature

N/O

Observations and Corrective Actions:

All violations from previous inspection have been corrected or remain corrected.

Floors, walls, and ceiling much cleaner. Facility doing better organizing walk-in to prevent cross-contamination. New cutting boards available for use. All equipment working properly at this time.

Keep up with routine cleaning and equipment checks.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): N/A

Environmental Health Specialist: Michael Taly 791

Received By: [Signature]

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT**

Facility Status:

- ☒ Pass
☐ Conditional Pass
☐ Closed

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2/28/2018
Address: 3004 KIETZKE LN		City/Zip: RENO 89502		Permit #: F150059
Owner/Operator: LOC	Person in Charge: Loc Nguyen			Phone #: 870-9488
Hours of Operation: 10-9pm	Area NO: 03	Inspection Type: Routine Inspection	Time In: 11:55AM	Time out: 12:40PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Date Expired: 7/14/20	

Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R	Compliance Status			COS	R
Supervision					15a	IN	After being sold or served to a consumer, food is not reserved		
1	IN	Demonstration of Knowledge/Active Managerial Control			15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food		
Employee Health					PHF/TCS Foods				
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting			16	N/A	Food cooked to proper final cook temperature		
3	IN	Communicable Diseases: Proper use of restriction/exclusion			17	N/A	Proper reheating procedures for hot holding		
Good Hygienic Practices					18	N/A	Proper cooling time and temperatures		
4	IN	Proper eating, tasting, drinking or tobacco use			19	IN	Proper hot holding temperatures		
5	IN	No discharge from eyes, nose, and mouth			20	IN	Proper cold holding temperatures		
Control of Hands as a Vehicle of Contamination					21a	OUT	Proper date marking and disposition		
6	IN	Hands clean and properly washed			21b	N/A	Time as a public health control: written procedures and records		
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed			Consumer Advisory				
8a	IN	Handwashing sinks accessible; conveniently located			22	N/A	Consumer advisory provided if required		
8b	IN	Handwashing sinks supplied			Highly Susceptible Populations				
Approved Sources					23	N/A	Pasteurized food used; prohibited foods not offered		
9a	IN	Food obtained from approved source			Food/Color Additives and Toxic Substances				
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish			24	N/A	Food additives; approved and properly used		
9c	N/A	Game animals and wild mushrooms approved by regulatory authority			25a	IN	Poisonous or toxic chemicals properly identified, stored, and used		
10	N/O	Food received at proper temperature			25b	N/A	Poisonous or toxic materials held for retail sale properly stored		
11	IN	Food in good condition, safe, and unadulterated			Conformance with Approved Procedures				
12a	N/A	Required Records: parasite destruction			26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan		
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order			Equipment and Facilities				
Food Protection from Contamination					27	IN	Insects, rodents and animals not present/outer opening protected		
13a	OUT	Separating raw animal foods from raw or cooked RTE foods			28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization		X
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display			29	IN	Hot and cold water available; approved source		
13c	IN	Food protected from environmental contamination			30	IN	Sewage and wastewater properly disposed; availability of toilet facilities		
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination							

Approved Retail Practices									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Safe Food									
31	N/A	Pasteurized eggs used where required				43	IN	Single-service / single-use articles: properly stored and used	
Food Temperature Control						44	N/A	Slash resistant / cloth gloves used properly	
32	N/O	Proper cooling methods used; adequate equipment for temperature control				Utensils, Equipment and Vending			
33	IN	Plant food properly cooked for hot holding				45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
34	N/O	Approved thawing methods used				46	IN	Non-food contact surfaces clean	
35	IN	Thermometers provided and accurate				Physical Facilities			
Food Identification						47	IN	Plumbing installed; proper backflow devices	
36	IN	Food properly labeled; original container				48	IN	Toilet facilities: properly constructed, supplied, and clean	
Prevention of Food Contamination						49	IN	Garbage and refuse properly disposed; facilities maintained	
37	OUT	Contamination prevented during food preparation, storage and display				50	IN	Physical facilities installed, maintained, and clean	
38	IN	Personal cleanliness				51	IN	Adequate ventilation and lighting; designated areas used	
39	IN	Wiping cloths: properly used and stored							
40	IN	Washing fruits and vegetables							
Proper Use of Utensils									
41	IN	In-use utensils: properly stored							
42	IN	Utensils, equipment and linens: properly stored and used							

Comments:

N/A

Temperatures Observed: Item/Location/Temperature

Cold hold make-up cooler unit, cooked shrimp, beef, chicken all @ 39F and below.

W/I cooler unit, beef @ 40F.

R/I freezer, all items frozen.

Hot hold, rice @ 167F and above.

Observations and Corrective Actions:

Item #	Violation
13a	Observed raw eggs in the shell stored over RTE foods, please store eggs on bottom shelf to prevent possible contamination of salmonella bacteria. COS.
21a	Observed food items that may stay in cooler longer than 24 hours without date marking, please print date of placement within the cooler on the food container or packaging.
28	Operator explained that the dish washing machine needed the sanitizer primed before uses, however operator did not have proper CL test strips to check sanitizer level. Please obtain the proper CL test strips to check the dish washer machine is sanitizing properly.
37	Observed food stored inside original metal can container, to prevent contamination of rust or oxidizing metal please store food in the proper reusable, food safe container.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): N/A

Environmental Health Specialist: William Mountjoy

Received By:

WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
health@washoecounty.us

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

No. of Critical Risk
Factor/Intervention Violations:

0

Facility Status:
☒ Pass
☐ Conditional Pass
☐ Closed

DBA/Name:
PHO Kietzke

Risk Category
3

Type:
Rest

Date:
9/13/18

Address:
3004 Kietzke LN

City/Zip:
Reno 89502

Permit #:
F150059

Owner/Operator:
Lodgeford & Packard LLC

Person In Charge:
LOC

Phone #:
775-870-9488

Hours of Operation:
10am - 7pm

Area NO:
3

Inspection Type:
Routine (2)

Time In:
1:30

Time Out:
2:30

Certified Food Protection Manager:
LOC Nguyen

Exam Provider:
ESP

Certification #:
21127184

Date Expired:
7/14/20

Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Risk Factor Interventions					
Supervision					
1	X				
Employee Health					
2	X				
3	X				
Good Hygienic Practices					
4	X				
5	X				
Control of Hands as a Vehicle of Contamination					
6	X				
7	X				
8a	X				
8b	X				
Approved Sources					
9a	X				
9b		X			
9c		X			
10			X		
11	X				
12a		X			
12b		X			
Food Protection from Contamination					
13a	X				
13b	X				
13c	X				
14	X				
15a	X				
15b	X				
PHF/TCS Foods					
16	X				
17			X		
18			X		
19	X				
20	X				
21a		X			
21b		X			
Consumer Advisory					
22		X			
Highly Susceptible Populations					
23		X			

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Food/Color Additives and Toxic Substances					
24		X			
25a	X				
25b		X			
Conformance with Approved Procedures					
26		Y			
Equipment and Facilities					
27	X				
28	X				
29	X				
30	X				
Approved Retail Practices					
Safe Food					
31		X			
Food Temperature Control					
32			X		
33	X				
34	X				
35	X				
Food Identification					
36	X				
Prevention of Food Contamination					
37	X				
38	X				
39				X	
40	X				
Proper Use of Utensils					
41	X				
42	X				
43	X				
44		X			
Utensils, Equipment and Vending					
45	X				
46	X				
Physical Facilities					
47	X				
48	X				
49	X				
50	X				
51	X				

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed: Item / Location / Temperature

160 F and above, Rice in steamer at 160 F and above held hot. Cooked pork, sliced, at 73 F, cooked 1-2 hr ago. Raw beef, shrimp, cold-cooked rice all 40 F and below, with cooler shrimp & produce all 41 F & below.
EIT Freezer all items frozen.

Observations and Corrective Actions:

Recycle guide & date marking provided.
39) Did not observe a sanitizing bucket / spray bottle.
Please provide a way to properly sanitize food prep areas & tables. CL at 50-100 ppm is recommended.

notes:

Par cooking of pork, item cooked in makeup unit, then reheated to 165 F for service. Temped at 73 F after cooked.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

N/A

Environmental Health Specialist:

Quill 7/19

Received By:

 WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • P.O. Box 11130 • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health	3 No. of Critical Risk Factor/Intervention violations
	FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2019-06-06
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: F150059	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 10am - 9pm	Area NO: 04	Inspection Type: Routine Inspection	Time In: 13:15:00	Time out: 14:15:00
Certified Food Protection Manager: Loc Nguyen / Hoang Nguyen	Exam Provider: FSP	Certification #: 21127784 / 2013524	Date Expired: 7-14-20 / 7-26-23	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision				
1	IN	Demonstration of Knowledge/Active Managerial Control		
Employee Health				
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting		
3	IN	Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4	IN	Proper eating, tasting, drinking or tobacco use		
5	IN	No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6	IN	Hands clean and properly washed		
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a	IN	Handwashing sinks accessible; conveniently located		
8b	OUT	Handwashing sinks supplied		
Approved Sources				
9a	IN	Food obtained from approved source		
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c	N/A	Game animals and wild mushrooms approved by regulatory authority		
10	N/O	Food received at proper temperature		
11	IN	Food in good condition, safe, and unadulterated		
12a	N/A	Required Records: parasite destruction		
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods		
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display		
13c	IN	Food protected from environmental contamination		
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		
15a	IN	After being sold or served to a consumer, food is not reserved		
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food		

PHF/TCS Foods		
16	IN	Food cooked to proper final cook temperature
17	N/A	Proper reheating procedures for hot holding
18	N/O	Proper cooling time and temperatures
19	IN	Proper hot holding temperatures
20	OUT	Proper cold holding temperatures
21a	N/A	Proper date marking and disposition
21b	N/A	Time as a public health control: written procedures and records
Consumer Advisory		
22	N/A	Consumer advisory provided if required
Highly Susceptible Populations		
23	N/A	Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24	N/A	Food additives; approved and properly used
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used
25b	N/A	Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27	IN	Insects, rodents and animals not present/outer opening protected
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization
29	IN	Hot and cold water available; approved source
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31	N/A	Pasteurized eggs used where required
Food Temperature Control		
32	IN	Proper cooling methods used; adequate equipment for temperature control
33	N/O	Plant food properly cooked for hot holding
34	IN	Approved thawing methods used
35	IN	Thermometers provided and accurate
Food Identification		
36	IN	Food properly labeled; original container
Prevention of Food Contamination		
37	IN	Contamination prevented during food preparation, storage and display
38	IN	Personal cleanliness
39	IN	Wiping cloths: properly used and stored
40	IN	Washing fruits and vegetables
Proper Use of Utensils		
41	OUT	In-use utensils: properly stored
42	IN	Utensils, equipment and linens: properly stored and used
43	IN	Single-service / single-use articles: properly stored and used
44	N/A	Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45	OUT	Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46	IN	Non-food contact surfaces clean
Physical Facilities		
47	IN	Plumbing installed; proper backflow devices
48	IN	Toilet facilities: properly constructed, supplied, and clean
49	IN	Garbage and refuse properly disposed; facilities maintained
50	IN	Physical facilities installed, maintained, and clean
51	IN	Adequate ventilation and lighting; designated areas used

Comments:

Temperatures Observed: Item/Location/Temperature

Walk in - all product at 41F or below. Hot holding rice at 149-160F. Final cook of pork at 170F.

Observations and Corrective Actions:

Item # Violation

6-9-19

Per operator, no food held more than 24 hours - no date marking required. No raw/undercooked product served. Per operator no par cooking conducted.

13a. Raw beef in walk in stored over ready to eat food. All raw product must be stored below ready to eat food to prevent cross contamination. Product moved - COS.

20. 2 make up units - all product (including lettuce, shrimp, chicken, beef, cabbage) temped at 46-54F. Per operator these items had been stocked in units 2 hours prior. All items iced at time of inspection - COS. Chopped cabbage stored on counter at 50-60F. Per operator, had been chopped 1 hour prior - put on sheet pan and placed in walk in. COS. All potentially hazardous food must be held at 41F or below to prevent bacterial growth.

41. Rice scoop stored in room temperature water. All in use utensils must be stored in a dry container and washed every 4 hours or stored in water at 135F or above to prevent bacterial growth.

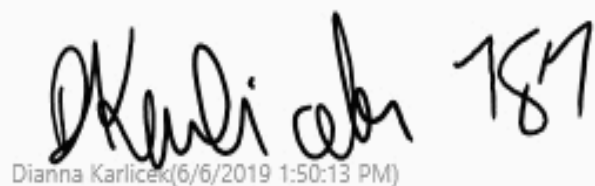
45. Repair both make up units to hold food at 41F or below. Do not use units until repaired.

8b. No paper towels at front hand sink at time of inspection. Hand sinks must remain stocked at all times to facilitate proper hand washing. Stocked at time of inspection. COS.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist:


Dianna Karlicek(6/6/2019 1:50:13 PM)

Received By:


(6/6/2019 1:50:13 PM)

 WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • P.O. Box 11130 • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health	No. of Critical Risk Factor/Intervention violations
	FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	Facility Status: Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2019-06-11
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: F150059	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 10am - 9pm, closed Mondays	Area NO: 04	Inspection Type: Routine Reinspection w/o Fee	Time In: 10:55:00	Time out: 11:10:00
Certified Food Protection Manager: Loc Nuygen / Hoang Nguyen	Exam Provider: FSP	Certification #: 21127784 / 2013524	Date Expired: 7-14-20 / 7-26-23	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision		
1	IN	Demonstration of Knowledge/Active Managerial Control
Employee Health		
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting
3	IN	Communicable Diseases: Proper use of restriction/exclusion
Good Hygienic Practices		
4	IN	Proper eating, tasting, drinking or tobacco use
5	IN	No discharge from eyes, nose, and mouth
Control of Hands as a Vehicle of Contamination		
6	IN	Hands clean and properly washed
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed
8a	IN	Handwashing sinks accessible; conveniently located
8b	IN	Handwashing sinks supplied
Approved Sources		
9a	IN	Food obtained from approved source
9c	N/A	Game animals and wild mushrooms approved by regulatory authority
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish
10	N/O	Food received at proper temperature
11	IN	Food in good condition, safe, and unadulterated
12a	N/A	Required Records: parasite destruction
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order
Food Protection from Contamination		
13a	IN	Separating raw animal foods from raw or cooked RTE foods
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display
13c	IN	Food protected from environmental contamination
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination
15a	IN	After being sold or served to a consumer, food is not reserved
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods		
16	IN	Food cooked to proper final cook temperature
17	N/A	Proper reheating procedures for hot holding
18	N/O	Proper cooling time and temperatures
19	IN	Proper hot holding temperatures
20	IN	Proper cold holding temperatures
21a	N/A	Proper date marking and disposition
21b	N/A	Time as a public health control: written procedures and records
Consumer Advisory		
22	N/A	Consumer advisory provided if required
Highly Susceptible Populations		
23	N/A	Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24	N/A	Food additives; approved and properly used
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used
25b	N/A	Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27	IN	Insects, rodents and animals not present/outer opening protected
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization
29	IN	Hot and cold water available; approved source
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31	N/A	Pasteurized eggs used where required
Food Temperature Control		
32	IN	Proper cooling methods used; adequate equipment for temperature control
33	N/O	Plant food properly cooked for hot holding
34	IN	Approved thawing methods used
35	IN	Thermometers provided and accurate
Food Identification		
36	IN	Food properly labeled; original container
Prevention of Food Contamination		
37	IN	Contamination prevented during food preparation, storage and display
38	IN	Personal cleanliness
39	IN	Wiping cloths: properly used and stored
40	IN	Washing fruits and vegetables
Proper Use of Utensils		
41	IN	In-use utensils: properly stored
42	IN	Utensils, equipment and linens: properly stored and used
43	IN	Single-service / single-use articles: properly stored and used
44	N/A	Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46	IN	Non-food contact surfaces clean
Physical Facilities		
47	IN	Plumbing installed; proper backflow devices
48	IN	Toilet facilities: properly constructed, supplied, and clean
49	IN	Garbage and refuse properly disposed; facilities maintained
50	IN	Physical facilities installed, maintained, and clean
51	IN	Adequate ventilation and lighting; designated areas used

Comments:

Temperatures Observed: Item/Location/Temperature
2 make up units - product temped at 34-41F.

Observations and Corrective Actions:

Item # Violation

N/A

Violations noted on previous inspection have been corrected . Proper raw storage in walk in, rice scoop stored dry and washed every 4 hours, make up units holding proper temperature, hand sink stocked.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist:


D Karlicak (6/11/2019 11:03:56 AM)

Received By:


(6/11/2019 11:03:56 AM)

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT**

Facility Status:

- ☐ Pass
☒ Conditional Pass
☐ Closed

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 10/9/2019
Address: 3004 KIETZKE LN		City/Zip: RENO 89502		Permit #: H19-1011FOOD
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen			Phone #:
Hours of Operation: 10 am - 9 pm	Area NO: 04	Inspection Type: Routine Inspection	Time In: 11:30AM	Time out: 1:00PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Date Expired: 07/14/20	

Any item marked "OUT" on this inspection report is a NOTICE OF VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Risk Factor Interventions									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Supervision									
1	OUT	Demonstration of Knowledge/Active Managerial Control				15a	IN	After being sold or served to a consumer, food is not reserved	
Employee Health						15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food	
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting				PHF/TCS Foods			
3	IN	Communicable Diseases: Proper use of restriction/exclusion				16	IN	Food cooked to proper final cook temperature	
Good Hygienic Practices						17	IN	Proper reheating procedures for hot holding	
4	IN	Proper eating, tasting, drinking or tobacco use				18	IN	Proper cooling time and temperatures	
5	IN	No discharge from eyes, nose, and mouth				19	IN	Proper hot holding temperatures	
Control of Hands as a Vehicle of Contamination						20	OUT	Proper cold holding temperatures	X
6	IN	Hands clean and properly washed				21a	N/A	Proper date marking and disposition	
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed				21b	N/A	Time as a public health control: written procedures and records	
8a	IN	Handwashing sinks accessible; conveniently located				Consumer Advisory			
8b	IN	Handwashing sinks supplied				22	N/A	Consumer advisory provided if required	
Approved Sources						Highly Susceptible Populations			
9a	IN	Food obtained from approved source				23	N/A	Pasteurized food used; prohibited foods not offered	
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish				Food/Color Additives and Toxic Substances			
9c	N/A	Game animals and wild mushrooms approved by regulatory authority				24	N/A	Food additives; approved and properly used	
10	N/O	Food received at proper temperature				25a	OUT	Poisonous or toxic chemicals properly identified, stored, and used	X
11	IN	Food in good condition, safe, and unadulterated				25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
12a	N/A	Required Records: parasite destruction				Conformance with Approved Procedures			
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order				26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Food Protection from Contamination						Equipment and Facilities			
13a	OUT	Separating raw animal foods from raw or cooked RTE foods			X	27	IN	Insects, rodents and animals not present/outer opening protected	
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display				28	IN	Warewashing equipment installed, maintained, and used; proper sanitization	
13c	IN	Food protected from environmental contamination				29	IN	Hot and cold water available; approved source	
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination				30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	

Approved Retail Practices									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Safe Food						43	IN	Single-service / single-use articles: properly stored and used	
31	N/A	Pasteurized eggs used where required				44	N/A	Slash resistant / cloth gloves used properly	
Food Temperature Control						Utensils, Equipment and Vending			
32	IN	Proper cooling methods used; adequate equipment for temperature control				45	OUT	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	X
33	N/O	Plant food properly cooked for hot holding				46	IN	Non-food contact surfaces clean	
34	IN	Approved thawing methods used				Physical Facilities			
35	IN	Thermometers provided and accurate				47	IN	Plumbing installed; proper backflow devices	
Food Identification						48	IN	Toilet facilities: properly constructed, supplied, and clean	
36	IN	Food properly labeled; original container				49	IN	Garbage and refuse properly disposed; facilities maintained	
Prevention of Food Contamination						50	IN	Physical facilities installed, maintained, and clean	
37	OUT	Contamination prevented during food preparation, storage and display			X	51	IN	Adequate ventilation and lighting; designated areas used	
38	IN	Personal cleanliness							
39	IN	Wiping cloths: properly used and stored							
40	IN	Washing fruits and vegetables							
Proper Use of Utensils									
41	OUT	In-use utensils: properly stored		X					
42	IN	Utensils, equipment and linens: properly stored and used							

Comments:

Temperatures Observed: Item/Location/Temperature

Seafood wrap noted @ countertop @ 59.8 F, walk-in- all product at 41 F or below. Chicken and neef noted cooling. Final cook of chicken @ 186.9 F.

Observations and Corrective Actions:

Item #	Violation
1	Operator and CFPM noted unprofessional and unaware regarding TCS foods stored at room temperature. Facility must not store food in the temperature danger zone. The temp between 41-135 F.
13a	Raw shell eggs stored above ready to eat prepared shrimp in walk-in unit. All raw product must be stored below ready to eat food to prevent cross contamination. Product moved - COS.
20	Chopped cabbage stored on counter @ 51.3 F. Per operator, cabbage had been chopped 30 minutes priors operator placed in walk in due to health inspector intervention. All TCS (Tlme temperature Control for safety foods) MUST be held at 41 F or below to prevent bacteria growth. THIS is a repeat violation from June 2019.
25a	Observed spray bottle of simple green and can of spray paint stored next to Terayaki sauce in kitchen. Any chemical must eb stored separate from food, clean equipment, utensils or any food service equipment.
37	Observed towels used to cover food in kitchen. Discontinue using towels to cover food. Corrected on site. (C.O.S.)
41	Observed rice scoop stored in room temperature water. All in use utensils must be stored in a dry container and washed every 4 hours with 3 step cleaning process or stored in hot water at 135 F or above to prevent bacteria growth. C.O.S.
45	Observed towels in make up table absorbing pooled liquid inside unit. Investigate and repair unit to be in good repair. Unit shall be repaired to prevent condensate water from contaminating food stored below.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): 10/16/19

Environmental Health Specialist: Kim Franchi

Received By:

WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Bldg B • Reno, Nevada 89512 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health	0 No. of Critical Risk Factor/Intervention violations
	FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	
Facility Status: ☒ Pass ☐ Conditional Pass ☐ Closed		

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 10/17/2019
Address: 3004 KIETZKE LN		City/Zip: RENO 89502		Permit #: H19-1011FOOD
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen			Phone #:
Hours of Operation: 10 am - 9 pm	Area NO: 04	Inspection Type: Routine Reinspection w/o Fee	Time In: 2:00PM	Time out: 2:20PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: FSP	Certification #: 21127784	Date Expired: 07/14/20	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions									
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation									
Compliance Status				COS	R	Compliance Status			
Supervision									
1		Demonstration of Knowledge/Active Managerial Control				15a		After being sold or served to a consumer, food is not reserved	
Employee Health						15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food	
2		Communicable Diseases: Knowledge, responsibilities, reporting				PHF/TCS Foods			
3		Communicable Diseases: Proper use of restriction/exclusion				16		Food cooked to proper final cook temperature	
Good Hygienic Practices						17		Proper reheating procedures for hot holding	
4		Proper eating, tasting, drinking or tobacco use				18		Proper cooling time and temperatures	
5		No discharge from eyes, nose, and mouth				19		Proper hot holding temperatures	
Control of Hands as a Vehicle of Contamination						20	IN	Proper cold holding temperatures	
6		Hands clean and properly washed				21a		Proper date marking and disposition	
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed				21b		Time as a public health control: written procedures and records	
8a	OUT	Handwashing sinks accessible; conveniently located				Consumer Advisory			
8b		Handwashing sinks supplied				22		Consumer advisory provided if required	
Approved Sources						Highly Susceptible Populations			
9a		Food obtained from approved source				23		Pasteurized food used; prohibited foods not offered	
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish				Food/Color Additives and Toxic Substances			
9c		Game animals and wild mushrooms approved by regulatory authority				24		Food additives; approved and properly used	
10		Food received at proper temperature				25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
11		Food in good condition, safe, and unadulterated				25b		Poisonous or toxic materials held for retail sale properly stored	
12a		Required Records: parasite destruction				Conformance with Approved Procedures			
12b		Required Records: Shellstock tags maintained for 90 days in chronological order				26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Food Protection from Contamination						Equipment and Facilities			
13a	IN	Separating raw animal foods from raw or cooked RTE foods				27		Insects, rodents and animals not present/outer opening protected	
13b		Separating raw animal foods from each other during storage, preparation, holding, and display				28		Warewashing equipment installed, maintained, and used; proper sanitization	
13c		Food protected from environmental contamination				29		Hot and cold water available; approved source	
14		Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination				30		Sewage and wastewater properly disposed; availability of toilet facilities	

Approved Retail Practices																
Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation																
Compliance Status					COS	R	Compliance Status					COS	R			
Safe Food							43		Single-service / single-use articles: properly stored and used							
31		Pasteurized eggs used where required					44		Slash resistant / cloth gloves used properly							
Food Temperature Control							Utensils, Equipment and Vending									
32		Proper cooling methods used; adequate equipment for temperature control					45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used							
33		Plant food properly cooked for hot holding					46		Non-food contact surfaces clean							
34		Approved thawing methods used					Physical Facilities									
35		Thermometers provided and accurate					47		Plumbing installed; proper backflow devices							
Food Identification							48		Toilet facilities: properly constructed, supplied, and clean							
Prevention of Food Contamination							49		Garbage and refuse properly disposed; facilities maintained							
37	IN	Contamination prevented during food preparation, storage and display					50		Physical facilities installed, maintained, and clean							
38		Personal cleanliness					51		Adequate ventilation and lighting; designated areas used							
39		Wiping cloths: properly used and stored														
40		Washing fruits and vegetables														
Proper Use of Utensils																
41	IN	In-use utensils: properly stored														
42		Utensils, equipment and linens: properly stored and used														

Comments:

Temperatures Observed: Item/Location/Temperature
n/a

Observations and Corrective Actions:

Item #	Violation
8a	Observed spoon in bottom of hand sink in kitchen. Observed CFPM wash spoon in hand sink. This is not and approved use and shall be discontinued. Hand wash sinks are for hand washing only. Facility shall post a "hand washing" only sign @ the only hand sink in kitchen. Dumping, rinsing and acquiring water for drinks shall be done @ another sink other than hand sink.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): n/a

Environmental Health Specialist: Kim Franchi

Received By:

	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	No. of Critical Risk Factor/Intervention violations
		Facility Status: Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2020-08-05
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502		Permit #: H19-1011FOOD
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 10 am - 8:30 pm	Area NO: 05	Inspection Type: Routine Inspection	Time In: 15:29:00	Time out: 16:53:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: NRFSP	Certification #: 21127784	Date Expired: 7-14-2020	
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Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision		
1	IN	Demonstration of Knowledge/Active Managerial Control
Employee Health		
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting
3	IN	Communicable Diseases: Proper use of restriction/exclusion
Good Hygienic Practices		
4	IN	Proper eating, tasting, drinking or tobacco use
5	IN	No discharge from eyes, nose, and mouth
Control of Hands as a Vehicle of Contamination		
6	IN	Hands clean and properly washed
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed
8a	IN	Handwashing sinks accessible; conveniently located
8b	IN	Handwashing sinks supplied
Approved Sources		
9c	N/A	Game animals and wild mushrooms approved by regulatory authority
9a	IN	Food obtained from approved source
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish
10	N/O	Food received at proper temperature
11	IN	Food in good condition, safe, and unadulterated
12a	IN	Required Records: parasite destruction
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order
Food Protection from Contamination		
13a	IN	Separating raw animal foods from raw or cooked RTE foods
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display
13c	IN	Food protected from environmental contamination
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination
15a	IN	After being sold or served to a consumer, food is not reserved
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods			
16	IN	Food cooked to proper final cook temperature	
17	IN	Proper reheating procedures for hot holding	
18	IN	Proper cooling time and temperatures	
19	IN	Proper hot holding temperatures	
20	IN	Proper cold holding temperatures	
21a	IN	Proper date marking and disposition	
21b	N/A	Time as a public health control: written procedures and records	
Consumer Advisory			
22	IN	Consumer advisory provided if required	
Highly Susceptible Populations			
23	N/A	Pasteurized food used; prohibited foods not offered	
Food/Color Additives and Toxic Substances			
24	N/A	Food additives; approved and properly used	
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
Conformance with Approved Procedures			
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Equipment and Facilities			
27	IN	Insects, rodents and animals not present/outer opening protected	
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization	
29	IN	Hot and cold water available; approved source	
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	
Approved Retail Practices			
Safe Food			
31	N/A	Pasteurized eggs used where required	
Food Temperature Control			
32	OUT	Proper cooling methods used; adequate equipment for temperature control	X
33	N/O	Plant food properly cooked for hot holding	
34	IN	Approved thawing methods used	
35	IN	Thermometers provided and accurate	
Food Identification			
36	IN	Food properly labeled; original container	
Prevention of Food Contamination			
37	IN	Contamination prevented during food preparation, storage and display	
38	IN	Personal cleanliness	
39	IN	Wiping cloths: properly used and stored	
40	IN	Washing fruits and vegetables	
Proper Use of Utensils			
41	IN	In-use utensils: properly stored	
42	IN	Utensils, equipment and linens: properly stored and used	
43	IN	Single-service / single-use articles: properly stored and used	
44	N/A	Slash resistant / cloth gloves used properly	
Utensils, Equipment and Vending			
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
46	IN	Non-food contact surfaces clean	
Physical Facilities			
47	IN	Plumbing installed; proper backflow devices	
48	IN	Toilet facilities: properly constructed, supplied, and clean	
49	IN	Garbage and refuse properly disposed; facilities maintained	
50	IN	Physical facilities installed, maintained, and clean	
51	IN	Adequate ventilation and lighting; designated areas used	

Inspection Comments:

Temperatures Observed: Item/Location/Temperature

Pho broth @152F
Rice @154F
BBQ's pork @35F
Shrimp @38F
Meatballs @38F
Tripe @36F
Raw chicken @34F
Raw pork chunks @33F
Raw beef slices @37F

Observations and Corrective Actions:

Item # Violation

32. Large pot of pho broth wasn't broken into smaller pots; Owner said they were about to do that and did indeed have smaller pots available; He immediately poured the broth into smaller pots for cooling-COS

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): Mr. Nguyen has taken his CFPM renewal course and is awaiting his test results; Will email picture of

Environmental Health Specialist:



Mark Dougan(8/5/2020 4:19:35 PM)

Received By:



(8/5/2020 4:19:35 PM)

**WASHOE COUNTY
HEALTH DISTRICT**
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**WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
health@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:
6

Facility Status:

- ☐ Pass
☐ Conditional Pass
☒ Closed

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES**

DBA/Name: Risk Category Type: Address: Person In Charge:	PHO Kietzke 3004 Kietzke The Nguyen	City/Zip: Reno	Date: 6/30/21 Permit #: H19-1011 Food
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Observations and Corrective Actions Continued:

Violations observed during inspection before facility was closed
 1) Operator does not have managerial control of the facility.
 8b) Hand sink had no paper towels
 13a) Raw chicken stored on top of cooked noodles
 13b) Raw chicken stored above shrimp.
 20) Walk in cooler at 43°F. Product between 43°F - 57°F.
 21a) Product cooked 2 days prior per operator had no date mark
 27) Observed live cockroaches below cook top
 30) Observed water backing up & standing water in kitchen

The facility is to remain closed until opened by WCHD. In order for the facility to open the owner must complete the following:
 - Walk in cooler must maintain temperatures at 41°F or below
 - Water must be draining properly. Cannot be backing up.
 - Kitchen must be cleaned with a 1000ppm bleach solution.
 - Facility must have current service by a pest control operator.
 - Owner must attend an office hearing at WCHD to discuss the requirements and obligations of holding a health permit in Washoe County. This is the third known inspection where the owner has been uncooperative. If Washoe County Health District is unable to have a calm, constructive discussion the permit may be revoked.

* operator must call Amber English at 328-2629 to schedule an office hearing

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):	Facility is closed until opened by WCHD
Environmental Health Specialist:	Charlita Ballen
Received By:	Refused to sign report

Compliance Status

#	IN	NA	NO	OUT Critical	OUT Non Critical
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Food/Color Additives and Toxic Substances							
24					Food additives; approved and properly used	R	COS
25a					Poisonous or toxic chemicals properly identified, stored, and used	R	COS
25b					Poisonous or toxic materials held for retail sale properly stored	R	COS
Conformance with Approved Procedures							
26					Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	R	COS
Equipment and Facilities							
27					Insects, rodents and animals not present/outer openings protected	R	COS
28					Warewashing equipment installed, maintained, and used; proper sanitization	R	COS
29					Hot and cold water available; approved source	R	COS
30					Sewage and wastewater properly disposed; availability of toilet facilities	R	COS
Approved Retail Practices							
Safe Food							
31					Pasteurized eggs used where required	R	COS
Food Temperature Control							
32					Proper cooling methods used; adequate equipment for temperature control	R	COS
33					Plant food properly cooked for hot holding	R	COS
34					Approved thawing methods used	R	COS
35					Thermometers provided and accurate	R	COS
Food Identification							
36					Food properly labeled; original container	R	COS
Prevention of Food Contamination							
37					Contamination prevented during food preparation, storage and display	R	COS
38					Personal cleanliness	R	COS
39					Wiping cloths: properly used and stored	R	COS
40					Washing fruits and vegetables	R	COS
Proper Use of Utensils							
41					In-use utensils: properly stored	R	COS
42					Utensils, equipment and linens: properly stored, dried, and handled	R	COS
43					Single-service / single-use articles: properly stored and used	R	COS
44					Slash resistant / cloth gloves used properly	R	COS
Utensils, Equipment and Vending							
45					Food and non-food contact surfaces cleanable, properly designed, constructed, and used	R	COS
46					Non-food contact surfaces clean	R	COS
Physical Facilities							
47					Plumbing installed; proper backflow devices	R	COS
48					Toilet facilities: properly constructed, supplied, and clean	R	COS
49					Garbage and refuse properly disposed; facilities maintained	R	COS
50					Physical facilities installed, maintained, and clean	R	COS
51					Adequate ventilation and lighting; designated areas used	R	COS

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed: Item / Location / Temperature

Observations and Corrective Actions:

Facility was closed due to water backing up into kitchen & standing water on the floor. In addition walk in cooler was 130°F with product temping between 43°F - 57°F. Operator was uncooperative and yelling during the inspection so a complete inspection could not be performed.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

e-Inspection Date (on or after): Facility is closed until opened by WCHD

Environmental Health Specialist: Charlotte Batten Received By: Refused to sign report

**WASHOE COUNTY
HEALTH DISTRICT**
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ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street, Building B, Reno, Nevada 89512
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
healthes@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:
6

Facility Status:

- ☐ Pass
☐ Conditional Pass
☒ Closed

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT**

DBA/Name: <u>PHO Kietzke</u>		Risk Category: <u>3</u>	Type: <u>Restaurant</u>	Date: <u>6/30/21</u>
Address: <u>3004 Kietzke Ln</u>		City/Zip: <u>Reno 89502</u>	Permit #: <u>H19-1011 Food</u>	
Owner/Operator: <u>PHO Kietzke</u>	Person In Charge: <u>The Nguyen</u>			
Hours of Operation: <u>10:00-8:30</u>	Area NO:	Inspection Type: <u>Routine</u>	Time In: <u>1:11</u>	Time Out: <u>2:25</u>
Certified Food Protection Manager: <u>The Nguyen</u>	Exam Provider: <u>ANSI</u>	Certification #: <u>2102592</u>	Date Expired: <u>9/11/25</u>	

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Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Risk Factor Interventions					
Supervision					
1					<u>X</u>
Demonstration of Knowledge/Active Managerial Control					R COS
Employee Health					
2					
Communicable Diseases: knowledge, responsibilities, reporting					R
3					
Communicable Diseases: proper use of restriction/exclusion					R COS
Good Hygienic Practices					
4					
Proper eating, tasting, drinking, or tobacco use					R COS
5					
No discharge from eyes, nose, and mouth					R COS
Control of Hands as a Vehicle of Contamination					
6					
Hands clean and properly washed					R COS
7					
No bare hand contact with ready-to eat (RTE) foods; pre-approved alternative procedure properly followed					R COS
8a					
Handwashing sinks accessible; conveniently located					R COS
8b					
Handwashing sinks supplied					R COS
Approved Sources					
9a					
Food obtained from approved source					R COS
9b					
Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish					R COS
9c					
Game animals and wild mushrooms approved by regulatory authority					R COS
10					
Food received at proper temperature					R COS
11					
Food in good condition, safe, and unadulterated					R COS
12a					
Required Records: parasite destruction					R COS
12b					
Required Records: Shellstock tags maintained for 90 days in chronological order					R COS
Food Protection from Contamination					
13a					
Separating raw animal foods from raw or cooked RTE foods					R COS
13b					
Separating raw animal foods from each other during storage, preparation, holding, and display					R COS
13c					
Food protected from environmental contamination					R COS
14					
Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination					R COS
15a					
After being sold or served to a consumer, food is not reserved					R COS
15b					
Discarding or reconditioning unsafe, adulterated, or contaminated Food					R COS
PHF/TCS Foods					
16					
Food cooked to proper final cook temperature					R COS
17					
Proper reheating procedures for hot holding					R COS
18					
Proper cooling time and temperatures					R COS
19					
Proper hot holding temperatures					R COS
20					
Proper cold holding temperatures					R COS
21a					
Proper date marking and disposition					R COS
21b					
Time as a public health control: written procedures and records					R COS
Consumer Advisory					
22					
Consumer advisory provided if required					R COS
Highly Susceptible Populations					
23					
Pasteurized foods used; prohibited foods not offered					R COS

**WASHOE COUNTY
HEALTH DISTRICT**
ENHANCING QUALITY OF LIFE

**WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
health@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:

0/1

Facility Status:

- ☐ Pass
☐ Conditional Pass
☒ Closed

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES**

DBA/Name: Risk Category Type: Address: Person In Charge:	Pho Kietzlu 3004 Kietzlu Ln The Nguyen	City/Zip: Reno	Date: 7/2/2021 Permit #: H19-1011600
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Observations and Corrective Actions Continued:

Conditions of Permit Reinstatement not met at this time.

Observed operator using ice in both make-up units to try and keep food cold. Temp observed at 52°F. Walk-in door observed 41-43°F. Drain for handwash adjacent to walk-in not draining properly.

In order to reopen facility must repair walk-in door and ensure unit can hold food 41 and below.

Facility must have adequate make-up units that can hold food 41 and below. Repair make-up units.

Maintain Pest Control for Certified Pest Operator.

Ensure drain disposes of waste water adequately.

Pay Reinspection Fee for all future inspections.

If facility does not pass next reinspection facility must schedule office hearing and complete Risk Control Plan for out of control foodborne illness risk factors.

Permit to remain suspended until next inspection. Operating without a permit will lead to misdemeanor citation.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):	Call for Reinspection when conditions (per open) are met.
Environmental Health Specialist:	Received By:

Michael Torrey
MHS, Charlotte Botton

Page 1 of 1

WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION
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FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES

No. of Critical Risk
Factor/Intervention Violations:

Facility Status:

- ☒ Pass
☐ Conditional Pass
☐ Closed

DBA/Name: Risk Category Type: Address: Person In Charge:	Pho Kietzke 3664 Kietzke Ln Luc Nguyen	City/Zip: Reno	Date: 7/7/2021 Permit #: 7119-1011500
--	--	-------------------	--

Observations and Corrective Actions Continued:

Permit Reinstated. Facility may start operating at this time.

Observed → New Make-up Unit.
→ W/E fitted hood 39-41 F
→ No Drainage issues at this time.

Since WCHD has not conducted a full inspection during operating hours, facility must be inspected again. Reinspection fee to be charged for inspection.

If repeat ~~condition~~ violations occur during inspection, permit to operate may be suspended again.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): Environmental Health Specialist:	M. Dass Michael Touhey	Received By:	[Signature]
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Page 1 of 1

**WASHOE COUNTY
HEALTH DISTRICT**
ENHANCING QUALITY OF LIFE

**WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street, Building B, Reno, Nevada 89512
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
healthhs@washoecounty.us

No. of Critical Risk
Factor/Intervention Violations:
0

Facility Status:

- ☒ Pass
☐ Conditional Pass
☐ Closed

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT**

DBA/Name: <u>PHO Kietzke</u>		Risk Category: <u>3</u>	Type: <u>Restaurant</u>	Date: <u>7/15/21</u>
Address: <u>3004 Kietzke Ln</u>		City/Zip: <u>Reno 89502</u>	Permit #: <u>H19-1011 Food</u>	
Owner/Operator: <u>PHO Kietzke</u>	Person In Charge: <u>The Nguyen</u>			
Hours of Operation: <u>10:00-8:30</u>	Area NO:	Inspection Type: <u>Routine</u>	Time In: <u>11:41</u>	Time Out: <u>12:56</u>
Certified Food Protection Manager: <u>The Nguyen</u>	Exam Provider: <u>ANSI</u>	Certification #: <u>2102592</u>	Date Expired: <u>9/11/25</u>	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com				

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical
Risk Factor Interventions					
Supervision					
1	<u>X</u>				
Demonstration of Knowledge/Active Managerial Control					R COS
Employee Health					
2	<u>X</u>				
Communicable Diseases: knowledge, responsibilities, reporting					R
3	<u>X</u>				
Communicable Diseases: proper use of restriction/exclusion					R COS
Good Hygienic Practices					
4	<u>X</u>				
Proper eating, tasting, drinking, or tobacco use					R COS
5	<u>X</u>				
No discharge from eyes, nose, and mouth					R COS
Control of Hands as a Vehicle of Contamination					
6	<u>X</u>				
Hands clean and properly washed					R COS
7	<u>X</u>				
No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed					R COS
8a	<u>X</u>				
Handwashing sinks accessible; conveniently located					R COS
8b	<u>X</u>				
Handwashing sinks supplied					R COS
Approved Sources					
9a	<u>X</u>				
Food obtained from approved source					R COS
9b	<u>X</u>				
Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish					R COS
9c		<u>X</u>			
Game animals and wild mushrooms approved by regulatory authority					R COS
10			<u>X</u>		
Food received at proper temperature					R COS
11	<u>X</u>				
Food in good condition, safe, and unadulterated					R COS
12a		<u>X</u>			
Required Records: parasite destruction					R COS
12b		<u>X</u>			
Required Records: Shellstock tags maintained for 90 days in chronological order					R COS
Food Protection from Contamination					
13a	<u>X</u>				
Separating raw animal foods from raw or cooked RTE foods					R COS
13b	<u>X</u>				
Separating raw animal foods from each other during storage, preparation, holding, and display					R COS
13c	<u>X</u>				
Food protected from environmental contamination					R COS
14				<u>X</u>	
Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination					R COS
15a	<u>X</u>				
After being sold or served to a consumer, food is not reserved					R COS
15b	<u>X</u>				
Discarding or reconditioning unsafe, adulterated, or contaminated Food					R COS
PHF/TCS Foods					
16			<u>X</u>		
Food cooked to proper final cook temperature					R COS
17		<u>X</u>			
Proper reheating procedures for hot holding					R COS
18	<u>X</u>				
Proper cooling time and temperatures					R COS
19	<u>X</u>				
Proper hot holding temperatures					R COS
20	<u>X</u>				
Proper cold holding temperatures					R COS
21a		<u>X</u>			
Proper date marking and disposition					R COS
21b		<u>X</u>			
Time as a public health control: written procedures and records					R COS
Consumer Advisory					
22		<u>X</u>			
Consumer advisory provided if required					R COS
Highly Susceptible Populations					
23		<u>X</u>			
Pasteurized foods used; prohibited foods not offered					R COS

Compliance Status					
#	IN	NA	NO	OUT Critical	OUT Non Critical

Food/Color Additives and Toxic Substances						
24				Food additives; approved and properly used	R	COS
25a				Poisonous or toxic chemicals properly identified, stored, and used	R	COS
25b				Poisonous or toxic materials held for retail sale properly stored	R	COS
Conformance with Approved Procedures						
26				Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	R	COS
Equipment and Facilities						
27				Insects, rodents and animals not present/outer openings protected	R	COS
28				Warewashing equipment installed, maintained, and used; proper sanitization	R	COS
29				Hot and cold water available, approved source	R	COS
30				Sewage and wastewater properly disposed; availability of toilet facilities	R	COS
Approved Retail Practices						
Safe Food						
31				Pasteurized eggs used where required	R	COS
Food Temperature Control						
32				Proper cooling methods used; adequate equipment for temperature control	R	COS
33				Plant food properly cooked for hot holding	R	COS
34				Approved thawing methods used	R	COS
35				Thermometers provided and accurate	R	COS
Food Identification						
36				Food properly labeled; original container	R	COS
Prevention of Food Contamination						
37				Contamination prevented during food preparation, storage and display	R	COS
38				Personal cleanliness	R	COS
39				Wiping cloths: properly used and stored	R	COS
40				Washing fruits and vegetables	R	COS
Proper Use of Utensils						
41				In-use utensils: properly stored	R	COS
42				Utensils, equipment and linens: properly stored, dried, and handled	R	COS
43				Single-service / single-use articles: properly stored and used	R	COS
44				Slash resistant / cloth gloves used properly	R	COS
Utensils, Equipment and Vending						
45				Food and non-food contact surfaces cleanable, properly designed, constructed, and used	R	COS
46				Non-food contact surfaces clean	R	COS
Physical Facilities						
47				Plumbing installed; proper backflow devices	R	COS
48				Toilet facilities: properly constructed, supplied, and clean	R	COS
49				Garbage and refuse properly disposed; facilities maintained	R	COS
50				Physical facilities installed, maintained, and clean	R	COS
51				Adequate ventilation and lighting; designated areas used	R	COS

Key: IN = In Compliance ; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Temperatures Observed: Item / Location / Temperature

Saved cooked at 8:00am in WIC @ 46F @ 1:50pm
Hot Hold rice at 158F, Noodles at 155F.
WIC 37F Lettuce 41, Noodle 41, Pork 36
MUU 37F: Chicken 41, Sprouts 38, Shrimp 34, Pork 34

RIF - 9F

Observations and Corrective Actions:

14) observed knives stored in between equipment. Store knives on counter to reduce contamination. Ensure knives, meat slicer, cutting boards are washed, rinsed & sanitized every 4 hours at least. Knives were removed & cleaned.

24) Facility has cockroach activity & is currently being serviced by a Pest Control operator. The operator must continue Pest Control service at least every 2 weeks & send report to WCHD. Operator must follow all recommendation from pest control operator.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist:

Received By:

WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
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www.washoecounty.us/health
health@washoecounty.us

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES

No. of Critical Risk
Factor/Intervention Violations:

Facility Status:

- ☒ Pass
☐ Conditional Pass
☐ Closed

DBA/Name: Risk Category Type: Address: Person In Charge:	PHO Kietzke 3004 Kietzke Ln The Nguyen	City/Zip: Reno 89502	Date: 7/15/21 Permit #: H19-1011Food
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Observations and Corrective Actions Continued:

#39 - Observed wiping cloths stored hanging & on the counter. Make sure wiping cloths are stored in a bucket with sanitizer between 50-100 bleach for proper sanitizing of surfaces.

#41 - Observed ice scoop & product scoops stored with the handles in the product. Make sure handle is up & out of product to reduce contamination. Corrected on site.

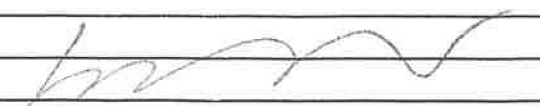
#45 - Facility has food debris & build up throughout kitchen including shelves, counters, bins & floors. Ensure facility is cleaned often and routinely to reduce attraction of pests & reduce cross contamination.

* At time of inspection no product was observed that was prepared the previous day. If operator cooks food to use later make sure the food is labeled with the date the food was cooked.

* There will be a re-inspection fee charged for this inspection in addition to the re-inspection fee from 7/8/21. Operator must pay \$388.00 by 7/16/21 @ 12:00 pm or the permit will be suspended. Operator can call WCHD at 328-2434 option #8 to pay fee over the phone or come into the office.

* Operator must email pest control reports to Charlette Batton at least every 2 weeks until further notice or the permit may be suspended or re-inspection fees charged. Email address is cbatton@washoecounty.us

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):	NA
Environmental Health Specialist:	Charlette Batton
Received By:	

WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	5 No. of Critical Risk Factor/Intervention violations
		Facility Status: Closed

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2022-06-24
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: The L Nguyen			
Hours of Operation: 10 am - 8:30pm	Area NO: 05	Inspection Type: Routine Inspection	Time In: 10:50:00	Time out: 12:30:00
Certified Food Protection Manager: The L Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9-11-25	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision			
1	OUT	Demonstration of Knowledge/Active Managerial Control	
Employee Health			
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting	
3	IN	Communicable Diseases: Proper use of restriction/exclusion	
Good Hygienic Practices			
4	IN	Proper eating, tasting, drinking or tobacco use	
5	IN	No discharge from eyes, nose, and mouth	
Control of Hands as a Vehicle of Contamination			
6	IN	Hands clean and properly washed	
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed	
8a	IN	Handwashing sinks accessible; conveniently located	
8b	IN	Handwashing sinks supplied	
Approved Sources			
9a	IN	Food obtained from approved source	
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish	
9c	N/A	Game animals and wild mushrooms approved by regulatory authority	
10	N/O	Food received at proper temperature	
11	IN	Food in good condition, safe, and unadulterated	
12a	N/A	Required Records: parasite destruction	
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order	
Food Protection from Contamination			
13a	OUT	Separating raw animal foods from raw or cooked RTE foods	X
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display	
13c	OUT	Food protected from environmental contamination	X
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination	
15a	IN	After being sold or served to a consumer, food is not reserved	
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food	

PHF/TCS Foods		
16	N/O	Food cooked to proper final cook temperature
17	N/O	Proper reheating procedures for hot holding
18	N/O	Proper cooling time and temperatures
19	IN	Proper hot holding temperatures
20	OUT	Proper cold holding temperatures
21a	OUT	Proper date marking and disposition
21b	N/A	Time as a public health control: written procedures and records
Consumer Advisory		
22	N/A	Consumer advisory provided if required
Highly Susceptible Populations		
23	N/A	Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24	N/A	Food additives; approved and properly used
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used
25b	N/A	Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27	OUT	Insects, rodents and animals not present/outer opening protected
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization
29	IN	Hot and cold water available; approved source
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31	N/A	Pasteurized eggs used where required
Food Temperature Control		
32	IN	Proper cooling methods used; adequate equipment for temperature control
33	N/O	Plant food properly cooked for hot holding
34	OUT	Approved thawing methods used
35	IN	Thermometers provided and accurate
Food Identification		
36	IN	Food properly labeled; original container
Prevention of Food Contamination		
37	IN	Contamination prevented during food preparation, storage and display
38	IN	Personal cleanliness
39	IN	Wiping cloths: properly used and stored
40	IN	Washing fruits and vegetables
Proper Use of Utensils		
41	OUT	In-use utensils: properly stored
42	IN	Utensils, equipment and linens: properly stored and used
43	IN	Single-service / single-use articles: properly stored and used
44	N/A	Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46	IN	Non-food contact surfaces clean
Physical Facilities		
47	IN	Plumbing installed; proper backflow devices
48	IN	Toilet facilities: properly constructed, supplied, and clean
49	IN	Garbage and refuse properly disposed; facilities maintained
50	OUT	Physical facilities installed, maintained, and clean
51	IN	Adequate ventilation and lighting; designated areas used

Inspection Comments:

Permit to operate is suspended. Facility must close and cease operations until reinspection. The following items must be corrected prior to reinstating permit:

1. Dishwasher must dispense 50-100pp, chlorine
2. Have test strips to test dishwasher
3. Date mark all items
4. Clean throughout the facility to remove food debris

Temperatures Observed: Item/Location/Temperature

2 make up units and walk in refrigerator - all product at 34-41F. Hot holding rice at 150F.

Observations and Corrective Actions:**Item # Violation**

1. Active managerial control is not being maintained as noted by multiple critical violations. A reinspection is required. Failure to correct critical violations may result in additional reinspections and fees.
- 13a. Observed raw chicken in top of make up unit with vegetables. Raw meat must be stored separately from ready to eat foods to prevent cross contamination. This is a repeat violation from last inspection.
- 13c. Observed person in charge handle raw beef with gloves then fail to remove gloves before handling other items. After handling raw foods, gloves must be removed and hands washed. Instructed staff to remove gloves and wash hands. Reviewed proper glove use procedures with person in charge.
20. Case of beef sitting out at room temperature. Operator stated case had been removed from freezer 1 hour previously - inside still frozen, while outside temperatures of beef was 50F. Instructed person in charge to place in walk in to thaw. All items must be held at 41F or below to prevent bacterial growth.
- 21a. No date marking system in place. This is a repeat violation from last inspection. Any time/temperature controlled for safety food items made in house and cooled, or commercial packages opened, must be date marked to ensure they are used or discarded within 7 days. Items must be marked at reinspection for permit to be reinstated.
27. Per person in charge, monthly pest control available for site. Observed live cockroach by dishwasher. Provide receipt for last pest control treatment for review. Operator must follow all recommendations from pest control operator. Also see violation 50
28. Dishwasher not dispensing chlorine between 50-100ppm. Facility has no 3 compartment sink, therefore no way to clean dishes. Permit is suspended pending reinspection. Dishwasher must be repaired to dispense chlorine at 50-100ppm to sanitize dishes. Facility does not have test strips. Obtain test strips to test dishwasher concentration. Ensure staff are trained to check dishwasher daily for proper operation.
34. Observed case of beef thawing at room temperature. Items may be thawed under refrigeration, during the cooking process or under cold running water.
41. Observed knives stored between make up unit and prep table. Knives must be stored in a clean location, not between equipment.
50. Observed extensive food debris build up, black substance under dishwasher, and puddles of standing water throughout facility. Water does not seem to be coming from floor drains. Investigate equipment for potential leaks and repair. Clean facility, including under shelving, under dishwasher, behind stove and all other equipment to prevent attraction of vermin, such as cockroaches. Facility must be cleaned prior to reopening.

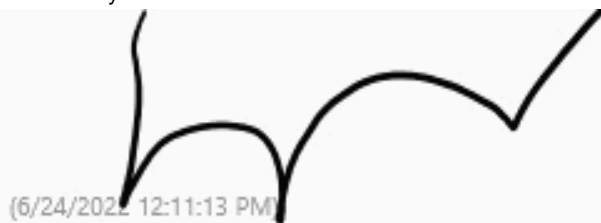
Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): call for reinspection

Environmental Health Specialist:


Diana Karlicek(6/24/2022 12:11:13 PM)

Received By:


(6/24/2022 12:11:13 PM)

	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	2 No. of Critical Risk Factor/Intervention violations
		Facility Status: Closed

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2022-06-27
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: The L Nguyen			
Hours of Operation: 10am - 8pm; closed Mondays	Area NO: 05	Inspection Type: Routine Reinspection w/o Fee	Time In: 14:00:00	Time out: 15:30:00
Certified Food Protection Manager: The L Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9-11-25	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision		
1	OUT	Demonstration of Knowledge/Active Managerial Control
Employee Health		
2		Communicable Diseases: Knowledge, responsibilities, reporting
3		Communicable Diseases: Proper use of restriction/exclusion
Good Hygienic Practices		
5		No discharge from eyes, nose, and mouth
4		Proper eating, tasting, drinking or tobacco use
Control of Hands as a Vehicle of Contamination		
6		Hands clean and properly washed
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed
8a		Handwashing sinks accessible; conveniently located
8b		Handwashing sinks supplied
Approved Sources		
9c		Game animals and wild mushrooms approved by regulatory authority
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish
9a		Food obtained from approved source
10		Food received at proper temperature
11		Food in good condition, safe, and unadulterated
12a		Required Records: parasite destruction
12b		Required Records: Shellstock tags maintained for 90 days in chronological order
Food Protection from Contamination		
13a	IN	Separating raw animal foods from raw or cooked RTE foods
13b		Separating raw animal foods from each other during storage, preparation, holding, and display
13c	IN	Food protected from environmental contamination
14		Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination
15a		After being sold or served to a consumer, food is not reserved
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods		
16		Food cooked to proper final cook temperature
17		Proper reheating procedures for hot holding
18		Proper cooling time and temperatures
19		Proper hot holding temperatures
20	IN	Proper cold holding temperatures
21a	OUT	Proper date marking and disposition
21b		Time as a public health control: written procedures and records
Consumer Advisory		
22		Consumer advisory provided if required
Highly Susceptible Populations		
23		Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24		Food additives; approved and properly used
25a		Poisonous or toxic chemicals properly identified, stored, and used
25b		Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27	OUT	Insects, rodents and animals not present/outer opening protected
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization
29		Hot and cold water available; approved source
30		Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31		Pasteurized eggs used where required
Food Temperature Control		
32		Proper cooling methods used; adequate equipment for temperature control
33		Plant food properly cooked for hot holding
34	N/O	Approved thawing methods used
35		Thermometers provided and accurate
Food Identification		
36		Food properly labeled; original container
Prevention of Food Contamination		
37		Contamination prevented during food preparation, storage and display
38		Personal cleanliness
39		Wiping cloths: properly used and stored
40		Washing fruits and vegetables
Proper Use of Utensils		
41	IN	In-use utensils: properly stored
42		Utensils, equipment and linens: properly stored and used
43		Single-service / single-use articles: properly stored and used
44		Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46		Non-food contact surfaces clean
Physical Facilities		
47		Plumbing installed; proper backflow devices
48		Toilet facilities: properly constructed, supplied, and clean
49		Garbage and refuse properly disposed; facilities maintained
50	OUT	Physical facilities installed, maintained, and clean
51		Adequate ventilation and lighting; designated areas used

X

Inspection Comments:

Permit to operate remains suspended until the above violations are corrected.

No food prep may occur until permit has been reinstated.

Operator must pay reinspection fee by calling 775-328-2434 option 8 or by coming into the office at 1001 E 9th St. Building B, second floor.

Temperatures Observed: Item/Location/Temperature
none taken

Observations and Corrective Actions:**Item # Violation**

1. Observed repeat critical violations at time of reinspection. Operator was also cooking large pots of product at time of inspection. Permit was suspended on Friday 6/24/22 and operator was instructed to cease operations until a reinspection was conducted. Pots of food were discarded at time of inspection. Operator failed to correct all 4 items required for reopening. Permit will remain suspended and no food operations may be done until operator pays a reinspection fee and an additional reinspection is conducted.
- 21a. Facility does not have a date marking system. This was a condition of reopening. All cooked items, such as beef, shrimp, rice must be marked with either the date made or the date it expires (7 days from date made).
Mark all time / temperature controlled for safety foods to be used or discarded with 7 days.
27. Per operator pest control company came by today but sprayed outside only. Operator provided invoice from May 2022. Contact pest control operator (Clark) to obtain most recent report from when they came to treat the inside. Operator must maintain monthly pest control receipts and reports on site and follow all recommendations from pest control operator.
28. Dishwasher was hooked up with 2 bottles of rinse aid and 1 bottle of bleach at start of reinspection. Operator corrected set up. Ensure dishwasher is properly set up with soap, rinse aid and bleach for proper sanitization. Tested dishwasher at 50ppm chlorine. Test strips available.
50. Observed some cleaning had been done in facility. Observed large amount of water on floor.
Observed leak in plumbing to prep sink next to mop sink.
 1. Repair leak in plumbing.Finish cleaning throughout facility including:
 1. vent hood
 2. sides of fryers
 3. under shelf in dry storage area
 4. behind stove
 5. behind / under all other equipment

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): call for reinspection

Environmental Health Specialist:



Danna Karlicek(6/27/2022 3:27:39 PM)

Received By:



(6/27/2022 3:27:35 PM)

	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	No. of Critical Risk Factor/Intervention violations
		Facility Status: Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2022-06-29
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502		Permit #: H19-1011FOOD
Owner/Operator: PHO KIETZKE	Person in Charge: The "Loc" Nguyen			
Hours of Operation: 10am - 8pm; closed Mondays	Area NO: 05	Inspection Type: Routine Reinspection w/ Fee	Time In: 09:55:00	Time out: 10:20:00
Certified Food Protection Manager: The Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9-11-25	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision

1

IN

Demonstration of Knowledge/Active Managerial Control

Employee Health

2

Communicable Diseases: Knowledge, responsibilities, reporting

3

Communicable Diseases: Proper use of restriction/exclusion

Good Hygienic Practices

5

No discharge from eyes, nose, and mouth

4

Proper eating, tasting, drinking or tobacco use

Control of Hands as a Vehicle of Contamination

6

Hands clean and properly washed

7

No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed

8a

Handwashing sinks accessible; conveniently located

8b

Handwashing sinks supplied

Approved Sources

9a

Food obtained from approved source

9b

Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish

9c

Game animals and wild mushrooms approved by regulatory authority

10

Food received at proper temperature

11

Food in good condition, safe, and unadulterated

12a

Required Records: parasite destruction

12b

Required Records: Shellstock tags maintained for 90 days in chronological order

Food Protection from Contamination

13a

Separating raw animal foods from raw or cooked RTE foods

13b

Separating raw animal foods from each other during storage, preparation, holding, and display

13c

Food protected from environmental contamination

14

Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

15a

After being sold or served to a consumer, food is not reserved

15b

Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods		
16		Food cooked to proper final cook temperature
17		Proper reheating procedures for hot holding
18		Proper cooling time and temperatures
19		Proper hot holding temperatures
20		Proper cold holding temperatures
21a	N/O	Proper date marking and disposition
21b		Time as a public health control: written procedures and records
Consumer Advisory		
22		Consumer advisory provided if required
Highly Susceptible Populations		
23		Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24		Food additives; approved and properly used
25a		Poisonous or toxic chemicals properly identified, stored, and used
25b		Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27	IN	Insects, rodents and animals not present/outer opening protected
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization
29		Hot and cold water available; approved source
30		Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31		Pasteurized eggs used where required
Food Temperature Control		
32		Proper cooling methods used; adequate equipment for temperature control
33		Plant food properly cooked for hot holding
34		Approved thawing methods used
35		Thermometers provided and accurate
Food Identification		
36		Food properly labeled; original container
Prevention of Food Contamination		
37		Contamination prevented during food preparation, storage and display
38		Personal cleanliness
39		Wiping cloths: properly used and stored
40		Washing fruits and vegetables
Proper Use of Utensils		
41		In-use utensils: properly stored
42		Utensils, equipment and linens: properly stored and used
43		Single-service / single-use articles: properly stored and used
44		Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46		Non-food contact surfaces clean
Physical Facilities		
47		Plumbing installed; proper backflow devices
48		Toilet facilities: properly constructed, supplied, and clean
49		Garbage and refuse properly disposed; facilities maintained
50	IN	Physical facilities installed, maintained, and clean
51		Adequate ventilation and lighting; designated areas used

Inspection Comments:

All items noted on previous inspection have been corrected. Reinspection fee was paid. No food was being made. All previously cooked items have been discarded so no items requiring date marking present at time of inspection. Reviewed date marking with person in charge. Reviewed pest control reports with person in charge. Make sure to follow all recommendations, such as maintaining the facility clean. Facility has been cleaned. No water observed on floor, leak in prep sink repaired.

OK to open. Permit reinstated.

Temperatures Observed: Item/Location/Temperature
none taken

Observations and Corrective Actions:**Item # Violation**

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): n/a

Environmental Health Specialist:



Dianna Karlice (6/29/2022 10:16:16 AM)

Received By:



(6/29/2022 10:16:16 AM)

	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	8 No. of Critical Risk Factor/Intervention violations
		Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2023-04-19
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502		Permit #: H19-1011FOOD
Owner/Operator: PHO KIETZKE		Person in Charge: Loc Nguyen		
Hours of Operation: 11am-7pm	Area NO: 09	Inspection Type: Routine Inspection	Time In: 14:10:00	Time out: 17:30:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9/11/2025	
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Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision			
1	OUT	Demonstration of Knowledge/Active Managerial Control	
Employee Health			
2	OUT	Communicable Diseases: Knowledge, responsibilities, reporting	
3	OUT	Communicable Diseases: Proper use of restriction/exclusion	X
Good Hygienic Practices			
5	IN	No discharge from eyes, nose, and mouth	
4	OUT	Proper eating, tasting, drinking or tobacco use	X
Control of Hands as a Vehicle of Contamination			
6	OUT	Hands clean and properly washed	X
7	OUT	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed	X
8a	OUT	Handwashing sinks accessible; conveniently located	
8b	IN	Handwashing sinks supplied	
Approved Sources			
9a	IN	Food obtained from approved source	
9b	N/A	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish	
9c	N/A	Game animals and wild mushrooms approved by regulatory authority	
10	N/O	Food received at proper temperature	
11	IN	Food in good condition, safe, and unadulterated	
12a	N/A	Required Records: parasite destruction	
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order	
Food Protection from Contamination			
13a	OUT	Separating raw animal foods from raw or cooked RTE foods	X
13b	OUT	Separating raw animal foods from each other during storage, preparation, holding, and display	X
13c	IN	Food protected from environmental contamination	
14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination	
15a	IN	After being sold or served to a consumer, food is not reserved	
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food	

PHF/TCS Foods			
16	N/O	Food cooked to proper final cook temperature	
17	N/O	Proper reheating procedures for hot holding	
18	IN	Proper cooling time and temperatures	
19	OUT	Proper hot holding temperatures	X
20	OUT	Proper cold holding temperatures	X
21a	IN	Proper date marking and disposition	
21b	N/A	Time as a public health control: written procedures and records	
Consumer Advisory			
22	IN	Consumer advisory provided if required	
Highly Susceptible Populations			
23	N/A	Pasteurized food used; prohibited foods not offered	
Food/Color Additives and Toxic Substances			
24	N/A	Food additives; approved and properly used	
25a	OUT	Poisonous or toxic chemicals properly identified, stored, and used	X
25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
Conformance with Approved Procedures			
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Equipment and Facilities			
27	IN	Insects, rodents and animals not present/outer opening protected	
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	
29	IN	Hot and cold water available; approved source	
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	
Approved Retail Practices			
Safe Food			
31	N/A	Pasteurized eggs used where required	
Food Temperature Control			
32	IN	Proper cooling methods used; adequate equipment for temperature control	
33	N/O	Plant food properly cooked for hot holding	
34	IN	Approved thawing methods used	
35	IN	Thermometers provided and accurate	
Food Identification			
36	IN	Food properly labeled; original container	
Prevention of Food Contamination			
37	IN	Contamination prevented during food preparation, storage and display	
38	IN	Personal cleanliness	
39	IN	Wiping cloths: properly used and stored	
40	IN	Washing fruits and vegetables	
Proper Use of Utensils			
41	IN	In-use utensils: properly stored	
42	IN	Utensils, equipment and linens: properly stored and used	
43	IN	Single-service / single-use articles: properly stored and used	
44	N/A	Slash resistant / cloth gloves used properly	
Utensils, Equipment and Vending			
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
46	IN	Non-food contact surfaces clean	
Physical Facilities			
47	IN	Plumbing installed; proper backflow devices	
48	IN	Toilet facilities: properly constructed, supplied, and clean	
49	IN	Garbage and refuse properly disposed; facilities maintained	
50	OUT	Physical facilities installed, maintained, and clean	
51	IN	Adequate ventilation and lighting; designated areas used	

Inspection Comments:

- No observable date-marking system in place at time of inspection. Observed multiple bags of cooked meat and sausage. Operator was very insistent that all the meat had been cooked that morning and that all the cabbage had been cut in the morning. Discussed proper date-marking with operator at time of inspection.
- Multiple repeat critical violations observed at time of inspection. Observation of additional repeat critical violations may result in elevated enforcement action.

Temperatures Observed: Item/Location/Temperature

Cooling eggrolls: 97F to 54F in 36 minutes.
All cold-holding time/temperature control for safety food items at or below 41F, except as noted in item #20.
All hot-holding time/temperature control for safety food items at or above 135F, except as noted in item #19.
Dishwasher sanitizer: 50ppm

Observations and Corrective Actions:

Item # Violation

1. - Observed three repeat critical violations, indicating that the operator does not have active managerial control of food safety in the establishment.
- Certified Food Protection Manager (CFPM) was not present at time of inspection. Facility is a risk category 3 establishment and must have a Certified Food Protection Manager (CFPM) present during all hours of operation. Owner of the establishment is the CFPM and arrived half-way through the inspection. Facility must obtain additional CFPM certificate for established employees or hire additional CFPMs within 30 days to ensure there is a CFPM present at all time and that active managerial control is maintained.
- 13a. Observed raw shrimp, raw chicken, and raw shell eggs being stored over peas and carrots. No direct contamination observed at time of inspection. Raw animal products must be stored beneath ready-to-eat food items to prevent cross contamination. Operator moved the raw animal products at time of inspection. COS. R.
- 13b. Observed raw animal products in the freezer stored next to and on top of each other. All frozen raw animal products must be stored separately according to final cook temperature (fish/shellfish/pork/whole muscle meat, ground meat, then chicken) unless sealed in hermetically-sealed packages. No direct contamination was observed at time of inspection. Operator stated that he is going to clean out the freezer to clear away ice and will reorganize the food product properly. Discussed proper freezer storage with operator at time of inspection.
19. Observed multiple food items being held hot at improper temperatures as follows:
- cooked noodles 110F - peanut sauce 98F - veggie broth 67F - beef broth 111F
Operator stated that food items had been placed out after their lunch rush and had been out for approximately one hour. Operator discarded veggie broth at time of inspection and reheated the beef broth, peanut sauce, and cooked noodles to 165F at time of inspection. All food items that are being held hot must be maintained at or above 135F at all times to prevent bacterial growth. Discussed proper hot-holding with operator.
2. Operator was unsure of excludable symptoms or exclusion times. Employees who experience vomiting, diarrhea, jaundice, or fever with a sore throat must report all symptoms to person in charge and be excluded from work for at least 24 hours without symptoms or medication. Review proper exclusion with operator at time of inspection. Inspector will provide hand outs via email.
20. Observed multiple time/temperature control for safety food items with improper cold-holding temperatures as follows:
- cooked pork 72F - sliced tomato 50 - cooked onion 68F - scallions in oil 80F
All cold-holding time/temperature control for safety food items must be maintained at or below 41F at all times to prevent bacterial growth. All cooked plant foods, and sliced leafy greens and tomatoes must be refrigerated at temperatures at or below 41F.
- 25a. Observed wiping cloth bucket with a chlorine concentration above 200ppm. All sanitizer solutions must have a chlorine concentration between 50ppm-100ppm to prevent chemical contamination of food and food contact surfaces. Operator remade the sanitizer bucket at time of inspection.
28. - Facility does not have test strips for the dishwasher. Operator must obtain test strips for measuring the concentration of chlorine sanitizer and to verify that the dishwasher is functioning proper. Inspector tested dishwasher at time of inspection with no issues noted.
3. Observed employee with an open wound on the tip of her finger. Employee was wearing gloves at time of inspection, however the finger of the glove had broken so that the wound was exposed. Inspector did not observe employee touch any food or food contact surfaces with the exposed wound at time of inspection. All cuts/sores/wounds/rashes must be properly covered to prevent possible contamination of food or food contact surface. Operator was required to place a band-aid on her finger at time of inspection and consistently and properly use single-use gloves to keep the band-aid and wound covered.
4. Observed food service employee drinking from an uncovered cup located behind the cutting board at time of inspection. No direct contamination was observed. Employee's drinks must be covered with a lid and stored away from food preparation areas at all time to prevent cross contamination. Operator covered and moved her drink at time of inspection.
50. Significant tile loss and peeling beneath the dishwasher. Some standing water beneath the dishwasher. Operator must repair the tile so that it is smooth, non-absorbent, and easily cleaned. Operator must repair the dishwasher so that it does not leak and cause water damage to the floor beneath it.

6.
 - Observed dishwasher cleaning dirty dishes and then stacking clean dishes without conducting a proper hand wash.
 - Observed employee return from food service and change gloves to work in the food preparation area without first washing their hands.

All employees must properly wash their hands using warm water, soap, and paper towels in between handling dirty dishes and handling clean dishes, when changing tasks, and after touching areas of high contamination (such as the trash or menus).

All employees were asked to wash hands at time of inspection.
7. Observed employee use their bare hands to grab a cilantro garnish for a customer's plate. Operator touched multiple pieces of cilantro in the storage container with their bare hands. Bare hand contact with ready to eat food items must never occur and must be prevented by using single-use gloves, utensils, or other barrier. Operator discarded the cilantro at time of inspection.
- 8a.
 - Hand sink is blocked on one side by a prep table. Hand sink is not truly inaccessible, however employees must walk around the table in order to properly wash hands. Operator must remove the table so that the hand sink is accessible from all sides.
 - Observed employee rinse wiping cloths in the hand sink. Hand sinks must be designated and used exclusively for hand washing to prevent cross contamination.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

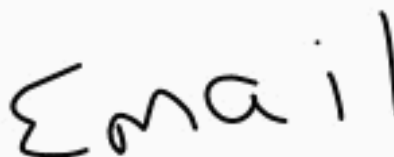
Re-Inspection Date (on or after): 04/21/2023

Environmental Health Specialist:



Olivia Alexander-Leeder (4/19/2023 5:08:08 PM)

Received By:



(4/19/2023 5:09:15 PM)

WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	6 No. of Critical Risk Factor/Intervention violations
		Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2023-05-05
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 11am-8:30pm, closed Mondays	Area NO: 09	Inspection Type: Routine Reinspection w/o Fee	Time In: 14:27:00	Time out: 15:29:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9/11/2025	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
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Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status			COS
Supervision			
1	OUT	Demonstration of Knowledge/Active Managerial Control	
Employee Health			
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting	
3	IN	Communicable Diseases: Proper use of restriction/exclusion	
Good Hygienic Practices			
5		No discharge from eyes, nose, and mouth	
4	IN	Proper eating, tasting, drinking or tobacco use	
Control of Hands as a Vehicle of Contamination			
6	OUT	Hands clean and properly washed	X
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed	
8a	OUT	Handwashing sinks accessible; conveniently located	
8b		Handwashing sinks supplied	
Approved Sources			
9c		Game animals and wild mushrooms approved by regulatory authority	
9a		Food obtained from approved source	
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish	
10		Food received at proper temperature	
11		Food in good condition, safe, and unadulterated	
12a		Required Records: parasite destruction	
12b		Required Records: Shellstock tags maintained for 90 days in chronological order	
Food Protection from Contamination			
13a	IN	Separating raw animal foods from raw or cooked RTE foods	
13b	OUT	Separating raw animal foods from each other during storage, preparation, holding, and display	X
13c		Food protected from environmental contamination	
14	OUT	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination	X
15a		After being sold or served to a consumer, food is not reserved	
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food	

PHF/TCS Foods			
16		Food cooked to proper final cook temperature	
17		Proper reheating procedures for hot holding	
18	OUT	Proper cooling time and temperatures	X
19	OUT	Proper hot holding temperatures	X
20	OUT	Proper cold holding temperatures	X
21a		Proper date marking and disposition	
21b		Time as a public health control: written procedures and records	
Consumer Advisory			
22		Consumer advisory provided if required	
Highly Susceptible Populations			
23		Pasteurized food used; prohibited foods not offered	
Food/Color Additives and Toxic Substances			
24		Food additives; approved and properly used	
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
25b		Poisonous or toxic materials held for retail sale properly stored	
Conformance with Approved Procedures			
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Equipment and Facilities			
27		Insects, rodents and animals not present/outer opening protected	
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	
29		Hot and cold water available; approved source	
30		Sewage and wastewater properly disposed; availability of toilet facilities	
Approved Retail Practices			
Safe Food			
31		Pasteurized eggs used where required	
Food Temperature Control			
32	OUT	Proper cooling methods used; adequate equipment for temperature control	X
33		Plant food properly cooked for hot holding	
34		Approved thawing methods used	
35		Thermometers provided and accurate	
Food Identification			
36		Food properly labeled; original container	
Prevention of Food Contamination			
37	OUT	Contamination prevented during food preparation, storage and display	
38	IN	Personal cleanliness	
39	OUT	Wiping cloths: properly used and stored	
40		Washing fruits and vegetables	
Proper Use of Utensils			
41		In-use utensils: properly stored	
42		Utensils, equipment and linens: properly stored and used	
43		Single-service / single-use articles: properly stored and used	
44		Slash resistant / cloth gloves used properly	
Utensils, Equipment and Vending			
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
46		Non-food contact surfaces clean	
Physical Facilities			
47		Plumbing installed; proper backflow devices	
48		Toilet facilities: properly constructed, supplied, and clean	
49		Garbage and refuse properly disposed; facilities maintained	
50	OUT	Physical facilities installed, maintained, and clean	
51		Adequate ventilation and lighting; designated areas used	

Inspection Comments:
- Multiple repeat critical violations observed at time of inspection. A reinspection will be conducted on or after 05/17/2023 to verify that all critical violations are corrected. Facility must pay a reinspection fee my calling WCHD EHS at 775-328-2434, option #8 or in-person at 1001 E. Ninth St. Building B. Reno NV 89512. Continued observation of additional repeat critical violations may result in elevated enforcement action.

Temperatures Observed: Item/Location/Temperature
Sanitizer bucket: 100ppm chlorine
All cold-holding time/temperature control for safety food items at or below 41F, except as noted in Item #20.
All hot-holding time/temperature control for safety food items at or above 135F, except as noted in Item #19.
Meat remnant on cooling beef bones: 85F to 65F within 30 minutes.

Observations and Corrective Actions:

Item # Violation

1. - Observed multiple repeat critical violations, indicating that operator does not have active managerial control of food safety at the establishment. Operator must
- 13b. Observed raw animal products in the freezer stored next to and on top of each other. All frozen raw animal products must be stored separately according to final cook temperature (fish/shellfish/pork/whole muscle meat, ground meat, then chicken) unless sealed in hermetically-sealed packages. No direct contamination was observed at time of inspection. Operator stated that he will clean out the freezer to clear away ice and will reorganize the food product properly. Discussed proper freezer storage. Operator must clean out and reorganize freezer with 7 days.
with operator at time of inspection.
14. Observed raw meat residue and particles on the meat slicer at time of inspection. Operator only wiped down the meat slicer with a dry wiping cloth. Meat slicers must be properly washed, rinsed, and sanitized at least once every four hours and/or after each use to prevent microorganism growth.
Discussed per
18. Observed grill meat with a temperature of 84F in the walk-in refrigerator in a deep plastic container with the lid on. Operator stated the meat had been placed in the walk-in about an hour earlier. All cooling time/temperature control for safety food items must be cooled within 6 hours: from 135F to 70F within the first 2 hours, and from 70F to 41F within the remaining 4 hours. Meat would not have cooled properly without inspector intervention. Operator placed the meat on a sheet pan and placed it back into the walk-in. After 30 minutes a second temperature was measured at 77F. COS.
19. Observed cooked noodles with a temperature of 115F being hot-held in a rice cooker. Operator stated that the noodles had been there for approximately 30-45 minutes. All hot-held time/temperature control for safety food items must be maintained at or above 135F at all time to prevent microorganism growth. Operator reheated the noodles at time of inspection. COS.
20. Observed sliced tomato with a temperature measured at 52F in the back make-up unit. All cold-holding time/temperature control for safety food items must be held at or below 41F at all times for prevent microorganism growth. Operator discarded the tomato at time of inspection.
28. Facility does not have test strips for the dishwasher or the sanitizer buckets. Operator must obtain proper chemical test strips to test the sanitizer concentration in the dishwasher to ensure proper function. Operator must obtain test strips within 7 days.
32. Observed cooked meat in a deep plastic container with the lid on in the walk-in refrigerator (See Item #18). All time/temperature control for safety food items that are cooled to refrigeration temperatures must be cooled in shallow metal pans, in a single layer, and uncovered to ensure proper cooling time/temperatures. Operator placed the meat onto a sheet pan in a single layer at time of inspection. COS.
37. Observed multiple food items stored in plastic grocery bags. All food items must be stored in food-grade containers to prevent chemical leaching and contamination. Operator must place all food items into food-grade containers within 7 days.
39. Observed a dry wiping cloth being stored on he meat slicer after being used to wipe away raw meat. Operator placed the wiping cloth in a bucket with all other wiping cloths. Wiping cloths used to wipe away raw meat must be stored separately from wiping cloths used on other surfaces. Discussed proper wiping cloth storage with operator at time of inspection. Operator did not change the sanitizer bucket at time of inspection.
50. Observed significant drainage of water from the dishwasher that had degraded the tiles beneath the unit. Tiles were chipped, peeled away, and grout exposed. Water would seep from the crack of some in-tact tiles when they were stepped on. Pooled water was only observed in the dishwashing area and did not pose an imminent cross contamination risk to food items. Operator must repair dishwasher to fix any leaks and must repair the tiles/water damage so that all surfaces are smooth, easily cleaned, and non-absorbent within 30 days.
6. - Observed employee wipe down a meat slicer that had been used for raw meat and then wash her gloves in the hand sink. Employee must not wash single use gloves and must perform a proper hand washing before donning new gloves. Employee was instructed to remove gloves and properly wash hands at time of inspection. COS.
- 8a. Hand sink is blocked on one side by a prep table. Hand sink is not truly inaccessible, however employees must walk around the table in order to properly wash hands. Operator must remove the table so that the hand sink is accessible from all sides.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): On or after 05/17/2023

Environmental Health Specialist:



Olivia Alexander-Leeder(5/5/2023 5:14:21 PM)

Received By:



(5/5/2023 5:14:21 PM)

WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	WASHOE COUNTY HEALTH DISTRICT ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.washoecounty.us/health FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	7 No. of Critical Risk Factor/Intervention violations
		Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2023-05-19
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 11am-8:30pm - closed Mondays	Area NO: 09	Inspection Type: Routine Reinspection w/ Fee	Time In: 13:15:00	Time out: 16:00:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9/11/2025	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision

1

OUT

Demonstration of Knowledge/Active Managerial Control

Employee Health

2

Communicable Diseases: Knowledge, responsibilities, reporting

3

Communicable Diseases: Proper use of restriction/exclusion

Good Hygienic Practices

5

No discharge from eyes, nose, and mouth

4

Proper eating, tasting, drinking or tobacco use

Control of Hands as a Vehicle of Contamination

6

OUT

Hands clean and properly washed

X

7

IN

No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed

8a

OUT

Handwashing sinks accessible; conveniently located

X

8b

OUT

Handwashing sinks supplied

Approved Sources

9c

Game animals and wild mushrooms approved by regulatory authority

9b

Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish

9a

Food obtained from approved source

10

Food received at proper temperature

11

Food in good condition, safe, and unadulterated

12a

Required Records: parasite destruction

12b

Required Records: Shellstock tags maintained for 90 days in chronological order

Food Protection from Contamination

13a

Separating raw animal foods from raw or cooked RTE foods

13b

OUT

Separating raw animal foods from each other during storage, preparation, holding, and display

X

13c

OUT

Food protected from environmental contamination

X

14

OUT

Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

X

15a

After being sold or served to a consumer, food is not reserved

15b

Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods			
16		Food cooked to proper final cook temperature	
17		Proper reheating procedures for hot holding	
18	OUT	Proper cooling time and temperatures	X
19	IN	Proper hot holding temperatures	
20	IN	Proper cold holding temperatures	
21a		Proper date marking and disposition	
21b		Time as a public health control: written procedures and records	
Consumer Advisory			
22		Consumer advisory provided if required	
Highly Susceptible Populations			
23		Pasteurized food used; prohibited foods not offered	
Food/Color Additives and Toxic Substances			
24		Food additives; approved and properly used	
25a	OUT	Poisonous or toxic chemicals properly identified, stored, and used	X
25b		Poisonous or toxic materials held for retail sale properly stored	
Conformance with Approved Procedures			
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Equipment and Facilities			
27		Insects, rodents and animals not present/outer opening protected	
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization	
29		Hot and cold water available; approved source	
30		Sewage and wastewater properly disposed; availability of toilet facilities	
Approved Retail Practices			
Safe Food			
31		Pasteurized eggs used where required	
Food Temperature Control			
32	OUT	Proper cooling methods used; adequate equipment for temperature control	X
33		Plant food properly cooked for hot holding	
34		Approved thawing methods used	
35		Thermometers provided and accurate	
Food Identification			
36		Food properly labeled; original container	
Prevention of Food Contamination			
37	OUT	Contamination prevented during food preparation, storage and display	
38		Personal cleanliness	
39	OUT	Wiping cloths: properly used and stored	
40		Washing fruits and vegetables	
Proper Use of Utensils			
41	OUT	In-use utensils: properly stored	X
42		Utensils, equipment and linens: properly stored and used	
43		Single-service / single-use articles: properly stored and used	
44	N/A	Slash resistant / cloth gloves used properly	
Utensils, Equipment and Vending			
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
46		Non-food contact surfaces clean	
Physical Facilities			
47	OUT	Plumbing installed; proper backflow devices	
48		Toilet facilities: properly constructed, supplied, and clean	
49		Garbage and refuse properly disposed; facilities maintained	
50	OUT	Physical facilities installed, maintained, and clean	
51		Adequate ventilation and lighting; designated areas used	

Inspection Comments: - Operator must attend an office hearing at the Washoe County Health District Environmental Health Services office located at 1001 E. Ninth St. Building B, Reno, NV 89509. Operator must contact inspector by 05/22/23 to schedule the office hearing. Operator must start developing food safety management system policies to be implemented in the establishment and operator must be prepared to share the developed policies with the Health Authority at the time of the office hearing. - Due to multiple repeat critical violations, a reinspection will be conducted. Operator must pay a reinspection fee by 05/22/23 and may call the EHS front desk at 775-328-2434, option 8 or pay in-person at the office located at the address listed above. If repeat critical violations are observed at the next reinspection, facility permit will be suspended and the process for permit revocation may be initiated by inspector.
Temperatures Observed: Item/Location/Temperature All cold-holding time/temperature control for safety food items at or below 41F at time of inspection. All hot-holding time/temperature control for safety food items at or above 135F at time of inspection.
Observations and Corrective Actions:

Item # Violation

1. - Facility's certified food protection manager (CFPM) was not present at time of inspection and arrived after the inspection had started. Facility is a risk category 3 establishment and must have a certified food protection manager on-site during all hours of operation. Operator must obtain additional CFPM certifications for employee within 30 days to ensure that CFPM is present during all hours of operation.
- Facility does not have active managerial control of foodborne illness risk factors in the establishment due to the observance of multiple repeat critical violations. Operator must develop additional food safety management systems to properly train staff on food safety policies in order to gain active managerial control over foodborne illness risk factors in the establishment.
- 13b. Observed raw animal products stored next to and top the freezer. All frozen animal products must be stored separately according to final cook temperature (fish/shellfish/pork/whole muscle meat; ground meat; then chicken) unless it is sealed in hermetically-sealed packages. No direct contamination observed at time of inspection. Operator stated that he is going to lean out the freezer to clear away ice and will reorganize the food product properly. Operator must clean out and reorganize the freezer within 7 days.
- 13c. - Observed operator handle raw meat then proceed to touch vegetables in the make-up unit without first changing gloves and washing hands. Operator must properly change gloves and wash hands after handling raw meat and before touching ready-to-eat food items to prevent cross contamination of microorganisms between food items. Operator was required to discard all contaminated vegetables at time of inspection.
14. - Observed an employee use a wiping cloth to wipe down a container of raw chicken then proceed to use the same wiping cloth to wipe down the cutting board and make-up unit.
- Observed an employee use a wiping cloth to wipe down the meat slicer after it was used to cut raw meat, then proceed to wipe the cutting two adjacent cutting boards, including that in front of the back make-up unit.
- Observed operator touch multiple surfaces after handling raw meat without first changing gloves and washing hands.
All food contact surfaces must be properly washed/rinsed/and sanitized at least once every four hours and after contacting raw meat to prevent cross contamination of microorganisms to food items. Operator must properly sanitize all food contact surfaces in the establishment.
18. - Observed cooked pork in the back make-up unit with a temperature measured at 53F. Operator stated that the pork had been cooked approximately one hour earlier. Pork had been observed stored out on the counter during previous inspection and it was unable to be verified when the pork had been left out on the counter or placed under refrigeration.
- Observed cooling rice noodles in the walk-in refrigerator with a temperature measured at 66F at 2:10pm. Operator stated that the noodles had been prepared approximately one hour earlier. Noodles would not have cooled properly without inspector intervention.
All cooling food items must be cooled within 6 hours: from 135F to 70F within 2 hours and from 70F to 41F within the remaining 4 hours to prevent microorganism growth and ensure food safety. Operator discarded the pork at time of inspection. Noodles were placed on a sheet pan in the walk-in refrigerator to finish cooling properly.
- 25a. Observed wiping cloth sanitizer bucket with a sanitizer concentration measured above 200ppm chlorine. All sanitizer buckets must have a proper concentration of 50ppm-100ppm chlorine to ensure proper sanitization of food contact surfaces and to prevent chemical contamination of food contact surfaces. Operator remade the sanitizer bucket at time of inspection and the concentration was measured at 100ppm.
32. Observed cooling noodles in the walk-in refrigerator in a deep metal bowl covered with plastic wrap (See Item #18). All cooling food items must be cooled in shallow layers, metal containers, under temperature control, and uncovered to ensure critical time/temperature parameters for cooling are met to ensure food safety. Operator was required to place noodle in single layer on a sheet pan in the walk-in refrigerator at time of inspection. COS.
37. - Observed multiple food items stored in plastic grocery bags. All food items must be stored in food-grade containers to prevent chemical leaching and contamination of the food products. Operator must place all food items into food grade containers within 7 days.
39. Observed multiple wiping cloths stored out on the counter. All wiping cloths must be stored in a sanitizer bucket with the proper concentration of sanitizer solution to prevent microorganism growth and cross contamination.
41. Observed ice scoop stored with handle in contact with serviceable ice. All utensils must be stored so that the handle is not in contact with the food item. Operator moved the ice scoop at time of inspection.

47. Observed floor sink beneath the dishwashing machine that was clogged so that the water back up onto the floor and was not properly draining. Operator used a plunger to clear the floor sink at time of inspection and water began to drain. All floor sinks must be maintained so that they properly drain and so that water does not back up onto the floor of the establishment. Operator must have a plumber repair the drainage systems so that it properly drains and water does not back up onto the floor.
50. Observed significant drainage of water from the dishwasher that had degraded the tiles beneath the unit. Tiles were chipped, peeled away, and grout exposed. Pooled water was only observed in the dishwashing area and did not pose an imminent cross contamination risk to food items. Operator must repair dishwasher to fix any leaks and must repair the tile/water drainage so that all surfaces are smooth, easily cleaned, and non-absorbent within 30 days.
6. - Observed employee handle raw meat while wearing single-use gloves before touching vegetables and multiple food contact surfaces without changing gloves or washing hands.
- Observed employees return to the kitchen from break and begin food handling without first changing gloves and washing hands.
- Employees were required to wash hands at time of inspection, however several employees did not wash their hands with soap for at least 20 seconds.
All employees must properly wash their hands using warm water, soap, and paper towels for at least 20 seconds after handling raw meat, when changing single-use gloves, when changing tasks, and after touching areas of high contamination. Proper hand washing procedures prevents cross contamination of microorganisms between food items and food contact surfaces. All employees were required to properly wash hands at time of inspection. Operator must develop a handwashing policy for all employees to be properly trained on when and how to wash their hands to protect food safety in the establishment.
- 8a. - Observed the back hand washing sink with dishwashing crates blocking the basin.
- Observed prep table blocking the front hand sink on one side so that employees must walk around the table in order to wash their hands.
- Observed employee wash a wiping cloth in the front hand sink after it had been used to clean up raw meat.
Operator must ensure that all hand sinks are accessible during all hours of operation so that employees can properly wash their hands as required. Operator must ensure that hand washing sinks are designated and used exclusively for hand washing to prevent cross contamination. Dishwashing crates were moved at time of inspection. Operator must move the prep table so that the front hand sink is accessible from all sides.
- 8b. Hand washing sink by the dishwasher is not labeled with a hand washing sign. All hand sinks must be designated and used exclusively for hand washing to prevent cross contamination.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): 05/23/23

Environmental Health Specialist:


Olivia Alexander-Leeder(5/19/2023 3:48:17 PM)

Received By:


(5/19/2023 3:49:27 PM)

NORTHERN NEVADA Public Health	NORTHERN NEVADA PUBLIC HEALTH ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.nnph.org FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	5 No. of Critical Risk Factor/Intervention violations
		Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2025-03-12
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 11:00 - 8:30pm	Area NO: 09	Inspection Type: Routine Inspection	Time In: 11:00:00	Time out: 14:05:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 2102592	Date Expired: 9/11/2025	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision

1 **OUT** Demonstration of Knowledge/Active Managerial Control

Employee Health

2 IN Communicable Diseases: Knowledge, responsibilities, reporting

3 IN Communicable Diseases: Proper use of restriction/exclusion

Good Hygienic Practices

5 IN No discharge from eyes, nose, and mouth

4 IN Proper eating, tasting, drinking or tobacco use

Control of Hands as a Vehicle of Contamination

6 **OUT** Hands clean and properly washed

X

7 IN No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed

8a **OUT** Handwashing sinks accessible; conveniently located

8b IN Handwashing sinks supplied

Approved Sources

9c N/A Game animals and wild mushrooms approved by regulatory authority

9b IN Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish

9a IN Food obtained from approved source

10 IN Food received at proper temperature

11 IN Food in good condition, safe, and unadulterated

12a N/A Required Records: parasite destruction

12b N/A Required Records: Shellstock tags maintained for 90 days in chronological order

Food Protection from Contamination

13a **OUT** Separating raw animal foods from raw or cooked RTE foods

X

13b IN Separating raw animal foods from each other during storage, preparation, holding, and display

13c OUT Food protected from environmental contamination

X

14 **OUT** Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

X

15a IN After being sold or served to a consumer, food is not reserved

15b IN Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods			
16	N/O	Food cooked to proper final cook temperature	
17	N/A	Proper reheating procedures for hot holding	
18	OUT	Proper cooling time and temperatures	X
19	IN	Proper hot holding temperatures	
20	IN	Proper cold holding temperatures	
21a	OUT	Proper date marking and disposition	X
21b	N/A	Time as a public health control: written procedures and records	
Consumer Advisory			
22	N/A	Consumer advisory provided if required	
Highly Susceptible Populations			
23	IN	Pasteurized food used; prohibited foods not offered	
Food/Color Additives and Toxic Substances			
24	IN	Food additives; approved and properly used	
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used	
25b	N/A	Poisonous or toxic materials held for retail sale properly stored	
Conformance with Approved Procedures			
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan	
Equipment and Facilities			
27	IN	Insects, rodents and animals not present/outer opening protected	
28	IN	Warewashing equipment installed, maintained, and used; proper sanitization	
29	IN	Hot and cold water available; approved source	
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities	
Approved Retail Practices			
Safe Food			
31	N/A	Pasteurized eggs used where required	
Food Temperature Control			
32	OUT	Proper cooling methods used; adequate equipment for temperature control	X
33	N/O	Plant food properly cooked for hot holding	
34	IN	Approved thawing methods used	
35	IN	Thermometers provided and accurate	
Food Identification			
36	IN	Food properly labeled; original container	
Prevention of Food Contamination			
37	OUT	Contamination prevented during food preparation, storage and display	
38	IN	Personal cleanliness	
39	OUT	Wiping cloths: properly used and stored	X
40	IN	Washing fruits and vegetables	
Proper Use of Utensils			
41	OUT	In-use utensils: properly stored	X
42	IN	Utensils, equipment and linens: properly stored and used	
43	IN	Single-service / single-use articles: properly stored and used	
44	N/A	Slash resistant / cloth gloves used properly	
Utensils, Equipment and Vending			
45	OUT	Food and non-food contact surfaces cleanable, properly designed, constructed, and used	
46	IN	Non-food contact surfaces clean	
Physical Facilities			
47	IN	Plumbing installed; proper backflow devices	
48	IN	Toilet facilities: properly constructed, supplied, and clean	
49	IN	Garbage and refuse properly disposed; facilities maintained	
50	IN	Physical facilities installed, maintained, and clean	
51	OUT	Adequate ventilation and lighting; designated areas used	

Inspection Comments:

-**Due to the observation of 5 critical violations during inspection, facility is required to receive a re-inspection to verify that violations are controlled for. Facility can wave the re- inspection fee by attending the Active Managerial Control (AMC) course offered by NNPH. The AMC course is designed to provide facilities with resources and guidance for developing a culture of food safety. The next course is on Tuesday March 18th, from 9:30 - 11:30am. The attendee from this facility must be a person in a management or leadership level position.

-Discussed sick policy and exclusion procedures with person in charge

-Discussed using only soap in wash basin (used prior to running dishes through dishwasher) instead of using soap and sanitizer

Temperatures Observed: Item/Location/Temperature

Cold-Holding: All TCS foods at 41f and below

Hot-Holding: All TCS foods at 135f and above

Receiving: food confirmed frozen

Cooling: See violation #18. Other beef observed in fridge properly cooled to 75f within approximately 1.5 hours

Observations and Corrective Actions:

Item # Violation

- 13a. Observed frozen cut of raw beef inside of the reach-in refrigerator that was not covered or wrapped. The raw beef was in contact with other frozen products in the chest freezer. This poses risk of cross-contamination - all products must be covered when stored, especially when in contact or close proximity to other food products. Instructed staff to wrap the beef before placing back into the chest freezer. Also instructed staff to re-wrap all products that were in contact with the raw meat.
- 13c. Observed several food products stored inside of non-food grade wrapping/container. Observed raw meat products wrapped in to-go bags in the chest freezer, and observed spices stored in drawers of an office style multi-drawer organizer. These are not approved for storage of food- All surfaces in facility that come into contact with food must be of a food-grade material. Instructed staff to re-wrap products in the chest freezer with plastic wrap or other food-grade bags, and instructed person in charge to either line the drawers with plastic or to use bags or containers inside of the drawers for storing spices.
14. Employees stated that the deli slicer is washed with a mixture of soap and sanitizer, and then rinsed. The deli slicer and all other food contact surfaces must be washed with soap, rinsed with clean water, and sanitized with an appropriate concentration of sanitizer. If this process is not followed, the deli slicer may not be sufficiently cleaned and can pose risk of bacterial growth. Discussed proper wash, rinse, and sanitize procedure with person in charge and staff
18. Observed beef in the walk-in refrigerator that was cooling in a steel colander. Beef was measured at 94f at approximately 11:30am. Per staff, beef had been cooling for about 2 hours. All time/temperature control for safety foods must be cooled down from 135f to 70f within 2 hours, and from 70f to 41f within 4 hours (6 hours total). The beef did not reach 70f within the first two hours, and instructed staff to re-heat the beef to 165f and restart the cooling process. Discussed using ice baths and shallow layers to increase the rate of cooling.
- 21a. Observed no consistent datemarking system in place. Products in the reach-in refrigeration units and in the walk-in refrigerator, such as cooked meats, sauces, tofu, thawed cooked noodles and bean sprouts were not marked with the date of preparation. All TCS foods that are prepared onsite or opened from commercial containers must be properly datemarked so that they can be used or discarded within 7 days. Lack of datemarking increases the risk of bacteria growth during cold storage. Discussed datemarking with the staff and instructed them to go through all units and properly label all products.
32. See violation #18. Beef was observed packed tightly together, which can increase the risk of inefficient cooling and bacteria growth. Discussed more efficient cooling methods with person in charge, such as using ice baths, spreading food on to a single layer, or stirring frequently.
37. -Observed Several instances of raw food being stored over ready-to eat foods: observed raw beef wrapped in plastic stored in a metal bowl with cooked chicken and green onions, observed raw pork lumpia filling stored over cooling beef, and observed raw eggs stored over buckets of peanut sauce. Raw animal foods must be stored separate from ready-to-eat foods to prevent the risk of cross-contamination during storage. Discussed proper storage with person in charge and instructed employees to separate the raw foods from ready-to-eat foods by using different shelves and placing the ready-to-eat foods on top. -Observed employee food being stored on top shelf of walk-in refrigerator mingled with facility food. Personal food must be stored in a way that prevents potential misuse and staff confusion. Facility must either designate one shelf away from facility food, or must add a labeled bucket or container for staff to store all food inside. Correct within 72 hours (3/15/2025)
39. Observed wet wiping cloths being stored on top of counter tops and cutting boards. Discussed with staff that wiping cloths must be stored inside of sanitizer buckets at all times to prevent bacterial growth on the surface of the cloths. Corrected on site.
41. Observed knives being stored with the blade wedged between equipment. This can spread food particles to hard-to-clean areas, and may contaminate the surface of in-use utensils. Facility must ensure that all in-use utensils are stored on a lean, dry surface to prevent contamination. Discussed with staff and all knives were properly stored.
45. -Observed damaged/peeling and missing tile underneath the ware washing area around the floor sink, resulting in standing water and damaged flooring. This can promote bacterial growth and must be addressed so that all surfaces throughout the facility are smooth, sealed, and easily cleanable.
** this has been noted in routine inspections on 4/19/2023, 5/5/2023, and 5/19/2023. Ensure that this is addressed within 30 days (4/12/2025)
-Observed missing basecoving on the wall underneath the stove. Facility must replace this basecoving to maintain a smooth, sealed, and cleanable surface, as well as prevent the accumulation of food debris. Replace basecoving within 30 days (4/12/2025)

51. Observed lights bulbs that were not shatter proof in the dry storage room, and observed several uncovered lights on the ceiling in the kitchen area. Facility must ensure that all lights are shatter-proof or covered so that food is protected in the event of a breakage. Replace lightbulbs and cover kitchen lights within 30 days (4/12/2025)
6. During inspection, did not observe employees wash hands. Employees handled unwrapped raw meat from the freezer, changed gloves often, handled ready-to-eat foods, left and entered the kitchen, and switched tasks without completing a proper handwash. Discussed these observations with person in charge and discussed the importance of proper handwashing. It is essential that employees wash hands frequently to prevent cross-contamination and to ensure that food is protected. Ensure that staff are trained on proper handwashing.
- 8a. -Observed handwash sink that was blocked by a metal prep table. The handwash sink was still accessible if used from the side, but the table presents an impediment to frequent and proper handwashing. Inspectors did not observe any handwashing during inspection, so it is evident that that the handwashing sink must be made more conveniently accessible. Facility must move the prep table away from the handwash sink within 72 hours (3/15/2025). Send picture update to tstokes@nnph.org or 775-433-3219.
-Observed ice in the handwash sink basin halfway through inspection, indicating that ice water had been dumped into the basin. Handwash sinks must be used only for the purpose of handwashing to ensure that it remains accessible and clean for proper handwashing. Discussed with person in charge.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): See violations for abatement dates

Environmental Health Specialist:



Taylor Stokes (3/12/2025 1:38:08 PM)



Received By:



(3/12/2025 2:01:13 PM)

NORTHERN NEVADA Public Health	NORTHERN NEVADA PUBLIC HEALTH ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 East Ninth Street • Reno, Nevada 89520 Telephone (775) 328-2434 • Fax (775) 328-6176 www.nnph.org FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT	5 No. of Critical Risk Factor/Intervention violations
		Facility Status: Conditional Pass

DBA/Name: PHO KIETZKE		Risk Category: 3	Type: Restaurant	Date: 2025-04-29
Address: 3004 KIETZKE LN, RENO, NV 89502		City/Zip: RENO 89502	Permit #: H19-1011FOOD	
Owner/Operator: PHO KIETZKE	Person in Charge: Loc Nguyen			
Hours of Operation: 10 am - 8:30 pm	Area NO: 09	Inspection Type: Routine Reinspection w/ Fee	Time In: 11:15:00	Time out: 13:10:00
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 212592	Date Expired: 09/11/2025	
Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.				
Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.				

Risk Factor Interventions

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site

Compliance Status

COS

Supervision

1 OUT Demonstration of Knowledge/Active Managerial Control

Employee Health

2 Communicable Diseases: Knowledge, responsibilities, reporting

3 Communicable Diseases: Proper use of restriction/exclusion

Good Hygienic Practices

5 No discharge from eyes, nose, and mouth

4 Proper eating, tasting, drinking or tobacco use

Control of Hands as a Vehicle of Contamination

6 OUT Hands clean and properly washed X

7 No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed

8a OUT Handwashing sinks accessible; conveniently located X

8b Handwashing sinks supplied

Approved Sources

9b Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish

9c Game animals and wild mushrooms approved by regulatory authority

9a Food obtained from approved source

10 Food received at proper temperature

11 Food in good condition, safe, and unadulterated

12a Required Records: parasite destruction

12b Required Records: Shellstock tags maintained for 90 days in chronological order

Food Protection from Contamination

13a IN Separating raw animal foods from raw or cooked RTE foods

13b Separating raw animal foods from each other during storage, preparation, holding, and display

13c IN Food protected from environmental contamination

14 OUT Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination X

15a After being sold or served to a consumer, food is not reserved

15b Discarding or reconditioning unsafe, adulterated, or contaminated Food

PHF/TCS Foods		
16		Food cooked to proper final cook temperature
17		Proper reheating procedures for hot holding
18	IN	Proper cooling time and temperatures
19	OUT	Proper hot holding temperatures
20		Proper cold holding temperatures
21a	OUT	Proper date marking and disposition
21b		Time as a public health control: written procedures and records
Consumer Advisory		
22		Consumer advisory provided if required
Highly Susceptible Populations		
23		Pasteurized food used; prohibited foods not offered
Food/Color Additives and Toxic Substances		
24		Food additives; approved and properly used
25a		Poisonous or toxic chemicals properly identified, stored, and used
25b		Poisonous or toxic materials held for retail sale properly stored
Conformance with Approved Procedures		
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan
Equipment and Facilities		
27		Insects, rodents and animals not present/outer opening protected
28		Warewashing equipment installed, maintained, and used; proper sanitization
29		Hot and cold water available; approved source
30		Sewage and wastewater properly disposed; availability of toilet facilities
Approved Retail Practices		
Safe Food		
31		Pasteurized eggs used where required
Food Temperature Control		
32	IN	Proper cooling methods used; adequate equipment for temperature control
33		Plant food properly cooked for hot holding
34		Approved thawing methods used
35		Thermometers provided and accurate
Food Identification		
36		Food properly labeled; original container
Prevention of Food Contamination		
37	OUT	Contamination prevented during food preparation, storage and display
38		Personal cleanliness
39	IN	Wiping cloths: properly used and stored
40		Washing fruits and vegetables
Proper Use of Utensils		
41	OUT	In-use utensils: properly stored
42		Utensils, equipment and linens: properly stored and used
43		Single-service / single-use articles: properly stored and used
44		Slash resistant / cloth gloves used properly
Utensils, Equipment and Vending		
45	OUT	Food and non-food contact surfaces cleanable, properly designed, constructed, and used
46		Non-food contact surfaces clean
Physical Facilities		
47		Plumbing installed; proper backflow devices
48		Toilet facilities: properly constructed, supplied, and clean
49		Garbage and refuse properly disposed; facilities maintained
50		Physical facilities installed, maintained, and clean
51		Adequate ventilation and lighting; designated areas used

Inspection Comments:

Due to the observation of multiple repeat critical violation, facility is subject to a reinspection. Operator must pay a reinspection fee within 72 hours and will receive an emailed link to the payment platform within 24 hours. Failure to pay the reinspection fee may result in further enforcement action, up to and including permit suspension,

Temperatures Observed: Item/Location/Temperature

Cooling: Pork - 73F at 11:22 am , 53F at 11:45 am (cooling rate -0.87 F/min)

Hot-holding: 135F or above unless otherwise noted (see item #19)

Observations and Corrective Actions:**Item # Violation**

1. - Facility did not have CFPM (Certified Food Protection Manager) on-site at the start of inspection. At previous inspection on 3/12/25, CFPM was also not present at the start of inspection. All risk category 3 establishments must have a CFPM available on-site during all operating hours to ensure food safety practices are maintained. Facility must provide documentation an additional staff member will be enrolled in CFPM course within 10 days (5/9/25).
14. ***This is a repeat violation***
- When staff members described CIP (clean in place) process for deli-slicer, staff stated they wash it with soap and water, rinse with water, apply sanitizer, and rinse the deli-slicer again. The correct CIP for the deli-slicer would be to ensure it follow the 3 step ware-washing process, washing with soap and water, rinse, sanitize and allow to air-dry. Rinsing off the sanitizer may result in pathogenic bacteria not being sufficiently eliminated to reduce the risk of cross contamination and prevent the spread of foodborne illness. Inspector discussed the proper CIP process with staff. This is the 2nd consecutive inspection in which this violation has been observed, failure to correct may result in further in enforcement.
19. - Observed meat balls being hot-held on stove at 100F. All TCS foods being hot-held must maintain a temperature of least 135F to prevent the growth of pathogenic bacteria and reduce the risk of foodborne illness. Staff member was instructed to heat meatballs at 165F then maintain flame to ensure item remains at least 135F.
- 21a. ***This is a repeat violation***
- Facility has implemented a date marking system however it is not being used consistently throughout operations. All TCS foods must have appropriate date mark to ensure all items are used or discarded within 7 days to reduce the risk of foodborne illness. Observed tofu , broth, gyoza without appropriate date mark. Staff member stated the items were prepared on Sunday. Staff member labelled items with appropriate date mark at the time of inspection. This is the 2nd consecutive inspection in which this violation has been observed, failure to correct may result in further in reinforcement.
37. ***This is a repeat violation***
- Observed bowl of pork and bowl of noodles sitting on top of baking sheet of noodles actively cooling in the walk-in. Facility must ensure that food does not come-in direct contact with surfaces that may be sources of contamination to reduce the risk of foodborne illness. Staff member removed bowls to an appropriate location at the time of inspection. This is the 2nd consecutive inspection in which this violation has been observed, failure to correct may result in further in enforcement.
41. ***This is a repeat violation***
- Observed knives being stored with the blade in-between 2 pieces of equipment. This can spread food particles into hard to clean areas and may contaminate the surface of in-use utensils. Facility must ensure all in-use utensils are stored in a clean dry surface to prevent contamination. Staff member moved items to appropriate location at the time of inspection. This is the 2nd consecutive inspection in which this violation has been observed, failure to correct may result in further in enforcement.
45. ***This is a repeat violation***
- Observed missing basecoving on the wall underneath the stove. Facility must replace this basecoving to maintain a smooth sealed and cleanable surface. Replace base-coving and submit photo documentation to inspector by 5/13/25.
6. - Observed staff sweeping ware-washing area and did not complete full handwash when resuming ware-washing. A full handwash using warm water and liquid soap for at least 20 seconds is required whenever tasks are changed and a glove change is required. Inspector asked staff to re-wash hands for at least 20 seconds with soap and warm water before donning new gloves and resuming ware-washing.
- 8a. ***This is a repeat violation***
- Observed handwash sink blocked by metal prep table. Handwash is still accessible from the side however due to handwash violation (see item #6), the table presents an obstacle to proper and frequent handwashing. Facility must move prep table away from handwashing sink by re-inspection (within 72 hours). This is the 2nd consecutive inspection in which this violation has been observed, failure to correct may result in further in enforcement.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): See violation for specific abatement dates.

Environmental Health Specialist:

Taylor Stokes(4/29/2025 12:49:06 PM)

Received By:

(4/29/2025 1:02:07 PM)



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No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status

SELECT

DBA/Name: PHO KIETZKE	Risk Category: 3	Type: Restaurant	Date: 5/9/2025
Address: 3004 KIETZKE LN	Permit #: H19-1011FOOD		
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen		
Hours of Operation: 11:00 - 9:00	Area No: 09	Insepection Type: Routine Reinspection w/ Fee	Time In: 11:45 PM Time Out: 01:15 PM
Certified Food Protection Manager: Loc Nguyen	Exam Provider: Prometric	Certification #: 212592	Date Expired: 9/11/2025

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Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R
All Inspection Details				
Supervision				
1	IN	Demonstration of Knowledge/Active Managerial Control		
Employee Health				
2		Communicable Diseases: Knowledge, responsibilities, reporting		
3		Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4		Proper eating, tasting, drinking or tobacco use		
5		No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6	IN	Hands clean and properly washed		
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a	IN	Handwashing sinks accessible; conveniently located		
8b		Handwashing sinks supplied		
Approved Sources				
9a		Food obtained from approved source		
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c		Game animals and wild mushrooms approved by regulatory authority		
10		Food received at proper temperature		
11		Food in good condition, safe, and unadulterated		
12a		Required Records: parasite destruction		
12b		Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a		Separating raw animal foods from raw or cooked RTE foods		
13b		Separating raw animal foods from each other during storage, preparation, holding, and display		
13c		Food protected from environmental contamination		

14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		
15a		After being sold or served to a consumer, food is not reserved		
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16		Food cooked to proper final cook temperature		
17		Proper reheating procedures for hot holding		
18		Proper cooling time and temperatures		
19	IN	Proper hot holding temperatures		
20		Proper cold holding temperatures		
21a	IN	Proper date marking and disposition		
21b		Time as a public health control: written procedures and records		
Consumer Advisory				
22		Consumer advisory provided if required		
Highly Susceptible Populations				
23		Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24		Food additives; approved and properly used		
25a		Poisonous or toxic chemicals properly identified, stored, and used		
25b		Poisonous or toxic materials held for retail sale properly stored		
Conformance with Approved Procedures				
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27		Insects, rodents and animals not present/outer opening protected		
28		Warewashing equipment installed, maintained, and used; proper sanitization		
29		Hot and cold water available; approved source		
30		Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
31		Pasteurized eggs used where required		
Food Temperature Control				
32		Proper cooling methods used; adequate equipment for temperature control		
33		Plant food properly cooked for hot holding		
34		Approved thawing methods used		
35		Thermometers provided and accurate		
Food Identification				
36		Food properly labeled; original container		
Prevention of Food Contamination				
37	IN	Contamination prevented during food preparation, storage and display		
38		Personal cleanliness		
39		Wiping cloths: properly used and stored		
40		Washing fruits and vegetables		

Proper Use of Utensils				
41	IN	In-use utensils: properly stored		
42		Utensils, equipment and linens: properly stored and used		
43		Single-service / single-use articles: properly stored and used		
44		Slash resistant / cloth gloves used properly		
Utensils, Equipment and Vending				
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
46		Non-food contact surfaces clean		
Physical Facilities				
47		Plumbing installed; proper backflow devices		
48		Toilet facilities: properly constructed, supplied, and clean		
49		Garbage and refuse properly disposed; facilities maintained		
50		Physical facilities installed, maintained, and clean		
51		Adequate ventilation and lighting; designated areas used		

Comments:

Critical violations from previous inspection remain corrected.

Facility did not have CFPM registered by start of inspection. Facility was required to have an additional CFPM registered by 5/9/2025 as stated in the previous inspection report on 4/29/2025. Operator filmed inspectors and threatened to take legal action. Operator became agitated and was verbally aggressive towards inspectors. Inspectors instructed operator to register an additional staff member by close of business on 5/9/2025, otherwise would be required to pay additional reinspection fee and face potential additional enforcement action.

Operator signed up staff member while inspectors were onsite.
Ensure that CFPM certificate is emailed to tstokes@nnph.org once received at end of course.

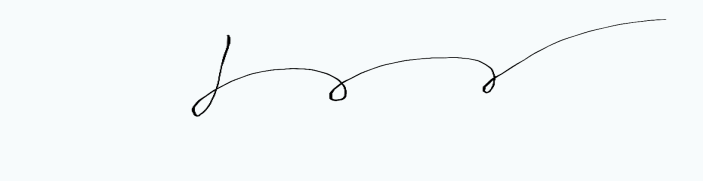
Temperatures Observed: Item/Location/Temperature

Hot Holding: Soup on stove measured above 185f

Item # Violaion #

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist: Taylor Stokes 	Received By: loc Nguyen 
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5
No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status
Conditional Pass

DBA/Name: PHO KIETZKE	Risk Category: 3	Type: Restaurant	Date: 3/11/2026
Address: 3004 KIETZKE LN, RENO, NV 89502	Permit #: H19-1011FOOD		
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen		
Hours of Operation: 10 am - 8:30 pm	Area No: 09	Inspection Type: Announced Routine Inspection	Time In: 01:30 PM Time Out: 03:20 PM
Certified Food Protection Manager: See violation #1	Exam Provider:	Certification #:	Date Expired:

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Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R
All Inspection Details				
Supervision				
1	OUT	Demonstration of Knowledge/Active Managerial Control		X
Employee Health				
2	IN	Communicable Diseases: Knowledge, responsibilities, reporting		
3	IN	Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4	IN	Proper eating, tasting, drinking or tobacco use		
5	IN	No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6	OUT	Hands clean and properly washed	X	
7	IN	No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a	IN	Handwashing sinks accessible; conveniently located		
8b	IN	Handwashing sinks supplied		
Approved Sources				
9a	IN	Food obtained from approved source		
9b	IN	Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c	N/A	Game animals and wild mushrooms approved by regulatory authority		
10	N/O	Food received at proper temperature		
11	IN	Food in good condition, safe, and unadulterated		
12a	N/A	Required Records: parasite destruction		
12b	N/A	Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods	X	
13b	IN	Separating raw animal foods from each other during storage, preparation, holding, and display		
13c	OUT	Food protected from environmental contamination	X	

14	IN	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		
15a	IN	After being sold or served to a consumer, food is not reserved		
15b	IN	Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16	IN	Food cooked to proper final cook temperature		
17	N/O	Proper reheating procedures for hot holding		
18	N/O	Proper cooling time and temperatures		
19	IN	Proper hot holding temperatures		
20	IN	Proper cold holding temperatures		
21a	OUT	Proper date marking and disposition	X	
21b	IN	Time as a public health control: written procedures and records		
Consumer Advisory				
22	N/A	Consumer advisory provided if required		
Highly Susceptible Populations				
23	N/A	Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24	N/A	Food additives; approved and properly used		
25a	OUT	Poisonous or toxic chemicals properly identified, stored, and used	X	
25b	N/A	Poisonous or toxic materials held for retail sale properly stored		
Conformance with Approved Procedures				
26	N/A	Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27	IN	Insects, rodents and animals not present/outer opening protected		
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	X	
29	IN	Hot and cold water available; approved source		
30	IN	Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
31	N/A	Pasteurized eggs used where required		
Food Temperature Control				
32	IN	Proper cooling methods used; adequate equipment for temperature control		
33	N/O	Plant food properly cooked for hot holding		
34	OUT	Approved thawing methods used	X	
35	IN	Thermometers provided and accurate		
Food Identification				
36	IN	Food properly labeled; original container		
Prevention of Food Contamination				
37	IN	Contamination prevented during food preparation, storage and display		
38	IN	Personal cleanliness		
39	IN	Wiping cloths: properly used and stored		
40	IN	Washing fruits and vegetables		

Proper Use of Utensils				
41	IN	In-use utensils: properly stored		
42	IN	Utensils, equipment and linens: properly stored and used		
43	IN	Single-service / single-use articles: properly stored and used		
44	N/A	Slash resistant / cloth gloves used properly		
Utensils, Equipment and Vending				
45	IN	Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
46	IN	Non-food contact surfaces clean		
Physical Facilities				
47	IN	Plumbing installed; proper backflow devices		
48	IN	Toilet facilities: properly constructed, supplied, and clean		
49	IN	Garbage and refuse properly disposed; facilities maintained		
50	IN	Physical facilities installed, maintained, and clean		
51	IN	Adequate ventilation and lighting; designated areas used		

Comments:

- Due to observation of 4 critical violations, facility must attend active managerial control (AMC) course at Northern Nevada Public Health. A re-inspection will not be conducted unless requested by facility. AMC course attendance will waive 1 re-inspection if requested.
- This is the 2nd inspection cycle where critical violations have been observed for items #6 , #13a and #21a. A 3rd observation within 3 inspection cycles will result in additional enforcement such as permit suspension, re-inspections, supervisory hearings and up to permit revocation.
- Complaint investigation for WCMP26-00259 was conducted during routine inspection. Complaint stated that there was a build up of refuse in disposal area and grease interceptor was overflowing. Inspector observed trash disposal in fair condition without buildup of refuse at the time of inspection. Complaint will not be validated.

Temperatures Observed: Item/Location/Temperature

Cold-holding : 41f
Hot-holding: 135f or above
No active cooling
Freezer confirmed frozen
Chicken breast final cook temp 184f

Item # Violation

Demonstration of Knowledge/Active Managerial Control

1 ** Repeat violation**

- Due to observation of 4 critical violations facility was determined to not have sufficient systems in place to maintain food safety. Duties of Person-in-charge (PIC)/Active Managerial Control – PIC shall have systems or controls put into practice regarding oversight and/or routine monitoring of proper food handling practices and behaviors to prevent foodborne illness. Facility must attend active managerial control (AMC) course at Northern Nevada Public Health and a re-inspection may be requested within 30 days of course attendance.
- Facility did not have certified food protection manager (CFPM) at the time of inspection. Certified Food Protection Manager (CFPM) – Food establishments that prepare, handle or serve non-prepackaged time/temperature for safety (TCS) foods shall have an employee who has passed an approved food safety certification examination for CFPM. The CFPM must also be the person in charge (PIC) of the establishment.

Hands clean and properly washed

6 ** Repeat violation **

- Observed staff member crack raw shelled egg into wok and handle ready to eat (RTE) food without conducting handwash or glove change. When to Wash - Employees shall wash hands immediately before engaging in food preparation and when changing tasks to prevent cross-contamination. Inspector discussed handwash requirements and staff was instructed to wash hands prior to donning new gloves and continuing task.

Separating raw animal foods from raw or cooked RTE foods

13a ** Repeat Violation**

- Observed 2 containers of raw beef stored over RTE wontons and bread in cold-holding unit near cook line. Observed raw shelled eggs stored over RTE sauces in the walk-in. Raw animal foods shall be stored separate from raw or cooked ready-to-eat (RTE) food or unwashed fruits and vegetables to prevent cross-contamination. Inspector discussed refrigerated storage and provided resource at the time of inspection. Person in Charge (PIC) moved items to appropriate location at the time of inspection.

Food protected from environmental contamination

- 13c - Observed several food products stored inside of non-food grade wrapping/container. Observed raw meat products wrapped in plastic grocery bags in the chest freezer, and observed raw vegetables including cut cabbage stored inside of plastic grocery bags. These are not approved for storage of food- All surfaces in facility that come into contact with food must be of a food-grade material to prevent the risk of contamination during storage. Instructed person in charge to replace these grocery bags with food-safe alternatives such as food-grade bags or washable containers.
- Observed buildup of debris on wire rack shelving in walk-in at the time of inspection. Food undergoing active cooling is not covered throughout process but may be at risk of contamination should any debris become loose. No direct contamination observed at the time of inspection. PIC must clean shelving units and submit documentation to inspector via email.

Proper date marking and disposition

21a - Observed several large containers of broth without proper date-mark in walk-in. Observed several containers of cooked RTE foods without proper date-mark. Time/temperature control for safety (TCS), ready-to-eat (RTE) foods prepared on-site or opened commercial containers held for more than 24 hours shall be date marked and shall be consumed or discarded within 7 days to control pathogenic bacterial growth. PIC was able to indicate when items were prepared and applied appropriate datemark at the time of inspection.

Poisonous or toxic chemicals properly identified, stored, and used

25a - Observed sanitizer bucket with 200 ppm chlorine sanitizer solution. Sanitizer solution shall not be used at a higher concentration than prescribed to prevent cross-contamination. PIC re-made sanitizer solution at 50 ppm chlorine sanitizer solution at the time of inspection.

Warewashing equipment installed, maintained, and used; proper sanitization

28 - Dishwasher dispensing below 50 ppm chlorine sanitizer at the time of inspection. Food contact surfaces shall be effectively cleaned and sanitized using a mechanical and/or manual method of cleaning and sanitizing including the proper level of sanitizer solution or water temperature to adequately sanitize food contact surfaces. PIC primed unit and re-ran the cycle which then was dispensing 50 ppm chlorine sanitizer.

Approved thawing methods used

34 - Observed several large cuts of meat thawing at on counter at room temperature. Time/temperature control for safety (TCS) foods shall be thawed using one of the following approved methods: under refrigeration that maintains the food temperature at 41°F or less; completely submerged under running water at a water temperature of 70°F or below; as part of the cooking process. PIC moved items to appropriate location at the time of inspection.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): No re-inspection unless requested.

Environmental Health Specialist: Jasmine Olvera



Received By: Loc Nguyen





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4
No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status

Closed

DBA/Name: PHO KIETZKE	Risk Category: 3	Type: Restaurant	Date: 5/19/2026
Address: 3004 KIETZKE LN, RENO, NV 89502	Permit #: H19-1011FOOD		
Owner/Operator: LOC NGUYEN	Person in Charge: Loc Nguyen		
Hours of Operation: 10 am - 8:30 pm	Area No: 09	Insepection Type: Routine Reinspection w/ Fee	Time In: 01:50 PM Time Out: 03:35 PM
Certified Food Protection Manager: See violation #1	Exam Provider:	Certification #:	Date Expired:

Any item marked "OUT" on this inspection report is a NOTICE of VIOLATION of the Washoe County District Board of Health Regulations Governing Food Establishments and is an ORDER to abate the violations within the time frame(s) specified. Any critical item marked "OUT" is denoted in bold text. Critical violations are items that are more likely to directly contribute to foodborne illness.

Failure to correct violations prior to the re-inspection date may result in the assessment of re-inspection fees. Any or all violations may be posted on the Washoe County Health District website: www.WashoeEats.com.

Key: IN = In Compliance; N/A = Not Applicable; N/O = Not Observed; OUT = Out of Compliance; COS = Corrected On-Site; R = Repeat Violation

Compliance Status			COS	R
All Inspection Details				
Supervision				
1	OUT	Demonstration of Knowledge/Active Managerial Control		X
Employee Health				
2		Communicable Diseases: Knowledge, responsibilities, reporting		
3		Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4		Proper eating, tasting, drinking or tobacco use		
5		No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6	IN	Hands clean and properly washed		
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a		Handwashing sinks accessible; conveniently located		
8b		Handwashing sinks supplied		
Approved Sources				
9a		Food obtained from approved source		
9b		Molluscan shellfish from ICSSL listed sources; no recreationally caught fish or shellfish		
9c		Game animals and wild mushrooms approved by regulatory authority		
10		Food received at proper temperature		
11		Food in good condition, safe, and unadulterated		
12a		Required Records: parasite destruction		
12b		Required Records: Shellstock tags maintained for 90 days in chronological order		
Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods		X
13b		Separating raw animal foods from each other during storage, preparation, holding, and display		
13c		Food protected from environmental contamination		

14	OUT	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		
15a		After being sold or served to a consumer, food is not reserved		
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16		Food cooked to proper final cook temperature		
17		Proper reheating procedures for hot holding		
18		Proper cooling time and temperatures		
19		Proper hot holding temperatures		
20		Proper cold holding temperatures		
21a	OUT	Proper date marking and disposition	X	
21b		Time as a public health control: written procedures and records		
Consumer Advisory				
22		Consumer advisory provided if required		
Highly Susceptible Populations				
23		Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24		Food additives; approved and properly used		
25a	IN	Poisonous or toxic chemicals properly identified, stored, and used		
25b		Poisonous or toxic materials held for retail sale properly stored		
Conformance with Approved Procedures				
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27	OUT	Insects, rodents and animals not present/outer opening protected	X	
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization	X	
29		Hot and cold water available; approved source		
30		Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
31		Pasteurized eggs used where required		
Food Temperature Control				
32		Proper cooling methods used; adequate equipment for temperature control		
33		Plant food properly cooked for hot holding		
34	N/O	Approved thawing methods used		
35		Thermometers provided and accurate		
Food Identification				
36		Food properly labeled; original container		
Prevention of Food Contamination				
37		Contamination prevented during food preparation, storage and display		
38		Personal cleanliness		
39	OUT	Wiping cloths: properly used and stored		X
40		Washing fruits and vegetables		

Proper Use of Utensils				
41		In-use utensils: properly stored		
42		Utensils, equipment and linens: properly stored and used		
43		Single-service / single-use articles: properly stored and used		
44		Slash resistant / cloth gloves used properly		
Utensils, Equipment and Vending				
45		Food and non-food contact surfaces cleanable, properly designed, constructed, and used		
46		Non-food contact surfaces clean		
Physical Facilities				
47		Plumbing installed; proper backflow devices		
48		Toilet facilities: properly constructed, supplied, and clean		
49		Garbage and refuse properly disposed; facilities maintained		
50		Physical facilities installed, maintained, and clean		
51		Adequate ventilation and lighting; designated areas used		

Comments:

- Operator declined to review report in entirety at the conclusion of inspection including how to re-open. Inspector sending report via email with instructions on scheduling supervisory hearings.
- Due to third consecutive inspection where violations have been observed for item number 13a and 21a facility's permit was suspended effective 2:30 pm. This is also the 2nd consecutive inspection where violation has been observed for item 28. In order to re-open facility must attend a paid supervisory hearing to discuss how facility will maintain food safety and subject to re-inspection. Facility has the opportunity to waive 1 re-inspection by attending Active Managerial Control at Northern Nevada Public Health.
- Facility must write AMC policies for datemarking and refrigerated storage and bring them to supervisory hearing.
- Continued non-compliance for critical violation will result in additional enforcement including additional supervisory hearings, paid re-inspection, menu limitation and up to permit revocation.
- During the inspection, a small fire was observed on the grill. The Ansul suppression system did not deploy, and no fire alarms were activated. The PIC did not take corrective action until instructed by the inspector to extinguish the fire. The PIC used a metal sheet to smother the flames.

Temperatures Observed: Item/Location/Temperature

Item # Violation

Demonstration of Knowledge/Active Managerial Control

1

** 3/3 repeat violation**

- Operator has certified food handler certificate, not certified food protection manager. Certified Food Protection Manager (CFPM) – Food establishments that prepare, handle or serve non-prepackaged time/temperature for safety (TCS) foods shall have an employee who has passed an approved food safety certification examination for CFPM. The CFPM must also be the person in charge (PIC) of the establishment. Person in charge (PIC) has been provided list of approved courses at previous inspections.

Separating raw animal foods from raw or cooked RTE foods

13a ** Repeat violation 3/3**

- Observed raw shelled eggs stored over ready to eat (RTE) sauces on back shelf in the walk-in. Raw animal foods shall be stored separate from raw or cooked ready-to-eat (RTE) food or unwashed fruits and vegetables to prevent cross-contamination. Inspector discussed refrigerated storage with PIC. PIC began getting aggravated stating the staff do not follow procedures.
- Due to third consecutive observation PIC must write AMC policy for refrigerated storage and train any staff prior to reopening.

Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

- 14 - Observed the deli slicer with raw meat residue and debris at the start of the inspection. Later in the inspection, the slicer had been wiped down but was not adequately cleaned, as debris remained on the equipment. Manual and/or mechanical methods of cleaning and sanitizing food-contact surfaces of equipment and utensils shall be effective and performed at the prescribed frequency to ensure proper cleaning and sanitizing. Inspector discussed proper clean in place process with PIC at the time of inspection.

Proper date marking and disposition

21a **Repeat violation 3/3**

- Observed container of soup in walk-in dated for 5/2, dark broth with no date-mark, and chicken soup in make-up unit near the cook line without date-mark. Time/temperature control for safety (TCS), ready-to-eat (RTE) foods prepared on-site or opened commercial containers held for more than 24 hours shall be date marked and shall be consumed or discarded within 7 days to control pathogenic bacterial growth. PIC voluntarily discarded items at the time of inspection and continued to escalate. At this time inspector informed PIC that permit had to be suspended effective 2:30 pm. Due to third consecutive observation PIC must write AMC policy for datemarking and train any staff prior to reopening.

Insects, rodents and animals not present/outer opening protected

- 27 - Observed baby cockroaches in several areas throughout the facility, no direct contamination of food contact surfaces observed. Person-in-charge (PIC) shall take measures to control the presence of pests in the food establishment, including elimination of entry points and harborage areas, and removal of pests by a certified pest control operator. PIC provided invoice showing that facility is contracted with pest control at the time of inspection. Facility must receive more frequent treatments to eliminate pest issue.

Warewashing equipment installed, maintained, and used; proper sanitization

28 ** Repeat violation 2/3**

- Dishwasher not dispensing less than 50 ppm chlorine sanitizer at the time of inspection. Food contact surfaces shall be effectively cleaned and sanitized using a mechanical and/or manual method of cleaning and sanitizing including the proper level of sanitizer solution or water temperature to adequately sanitize food contact surfaces. PIC primed and re-ran until which then measured appropriated at 50 ppm concentration chlorine sanitize.

Wiping cloths: properly used and stored

39 - No detectable level of sanitizer in sanitizer bucket at the time of inspection. Wiping cloths shall be used for a designated purpose, and when stored in solution, the solution shall be free of food debris and visible soil and maintained at the proper sanitizer level to prevent cross-contamination. Wiping cloths shall be stored in appropriate solution between uses to prevent cross-contamination. PIC re-made sanitizer bucket to be at 50 ppm chlorine sanitizer at the time of inspection.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): Facility's permit will remain suspended until a supervisory hearing is held

Environmental Health Specialist: Jasmine Olvera



Received By: Loc Nguyen





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5
No. of Critical Risk
Factor/Intervention violations

FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT

Facility Status

Closed

DBA/Name: PHO KIETZKE		Risk Category: 3		Type: Restaurant	Date: 6/10/2026
Address: 3004 KIETZKE LN, RENO, NV 89502					Permit #: H19-1011FOOD
Owner/Operator: LOC NGUYEN				Person in Charge:	
Hours of Operation:	Area No: 09	Insepction Type: Routine Reinspection w/ Fee		Time In: 10:55 AM	Time Out: 12:06 PM
Certified Food Protection Manager:		Exam Provider:		Certification #:	Date Expired:

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Employee Health				
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3		Communicable Diseases: Proper use of restriction/exclusion		
Good Hygienic Practices				
4		Proper eating, tasting, drinking or tobacco use		
5		No discharge from eyes, nose, and mouth		
Control of Hands as a Vehicle of Contamination				
6		Hands clean and properly washed		
7		No bare hand contact with ready-to-eat (RTE) foods; pre-approved alternative procedure properly followed		
8a		Handwashing sinks accessible; conveniently located		
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Food Protection from Contamination				
13a	OUT	Separating raw animal foods from raw or cooked RTE foods		X
13b		Separating raw animal foods from each other during storage, preparation, holding, and display		
13c		Food protected from environmental contamination		

14	OUT	Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination		X
15a		After being sold or served to a consumer, food is not reserved		
15b		Discarding or reconditioning unsafe, adulterated, or contaminated Food		
PHF/TCS Foods				
16		Food cooked to proper final cook temperature		
17		Proper reheating procedures for hot holding		
18		Proper cooling time and temperatures		
19		Proper hot holding temperatures		
20		Proper cold holding temperatures		
21a	OUT	Proper date marking and disposition		X
21b		Time as a public health control: written procedures and records		
Consumer Advisory				
22		Consumer advisory provided if required		
Highly Susceptible Populations				
23		Pasteurized food used; prohibited foods not offered		
Food/Color Additives and Toxic Substances				
24		Food additives; approved and properly used		
25a		Poisonous or toxic chemicals properly identified, stored, and used		
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Conformance with Approved Procedures				
26		Waiver/variance obtained; Compliance with waiver/variance, specialized processes, ROP criteria and HACCP Plan/Operational Plan		
Equipment and Facilities				
27	OUT	Insects, rodents and animals not present/outer opening protected		X
28	OUT	Warewashing equipment installed, maintained, and used; proper sanitization		X
29		Hot and cold water available; approved source		
30		Sewage and wastewater properly disposed; availability of toilet facilities		
Approved Retail Practices				
Safe Food				
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37		Contamination prevented during food preparation, storage and display		
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39		Wiping cloths: properly used and stored		
40		Washing fruits and vegetables		

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46		Non-food contact surfaces clean		
Physical Facilities				
47		Plumbing installed; proper backflow devices		
48		Toilet facilities: properly constructed, supplied, and clean		
49		Garbage and refuse properly disposed; facilities maintained		
50		Physical facilities installed, maintained, and clean		
51		Adequate ventilation and lighting; designated areas used		

Comments:

- Complaint investigation for HC26-00194-WASHOE: Complainant reported finding a cockroach in a beef pho soup on 06/07/2026 after consuming most of the meal. Complainant stated that restaurant staff were notified but appeared dismissive of the complaint. During inspection observed standing water near warewashing area that contributes to pest harborage issues. Observed cockroaches in multiple areas throughout facility including dry food storage areas, metal sieve and in containers of onions. Onions discarded at the time of inspection. Facility had not received additional pest service since previous inspection as required on inspection 5/19. Due to observations mentioned above complaint is validated and validated complaint fee must be paid.

Based on the facility's documented history of repeated critical violations, failure to demonstrate sustained corrective action, and failure to comply with the conditions established during the May 27, 2026 office hearing and probationary period, the facility's Permit to Operate is hereby suspended pending revocation. Specifically, the facility failed to attend the required Active Managerial Control (AMC) course on June 8, 2026, failed to submit all required monitoring logs, and submitted incomplete and incorrectly completed records. Facility did not have logs on site and were not completing logs on daily basis. These findings demonstrate a continued lack of effective Active Managerial Control and an inability to consistently maintain compliance with food safety regulations.

Pursuant to Nevada Revised Statute (NRS) 446.880 and Section 240.105(C) of the Northern Nevada Public Health Board and Health Regulations Governing Food Establishments, your Permit to Operate is suspended pending revocation for serious and repeated violations of food safety regulations.

You have the opportunity to request a hearing before the Food Protection Hearing and Advisory Board. The Health Authority may permanently revoke the permit 10 days following service of this notice unless a written request for a hearing is filed with the Health Authority by the permit holder within 10 days of receiving this document.

If a timely request for a hearing is received, the matter will be scheduled for review before the Food Protection Hearing and Advisory Board. If no request is received within the required timeframe, the Health Authority may proceed with permanent revocation of the permit without further action.

Temperatures Observed: Item/Location/Temperature

Item # Violation

Demonstration of Knowledge/Active Managerial Control

1 Not completed Certified Food Protection Manager Course (CFPM) , operator had until August 25th end of probationary period to complete course.

Separating raw animal foods from raw or cooked RTE foods

13a **Repeat violation**

- Observed raw shelled eggs stored over RTE soups in walk-in . Same violation and issue observed at previous inspection on 5/19

Food-contact surfaces: frequency of cleaning and sanitizing; protected from environmental contamination

14 ** Repeat Violation **

- Observed meat and cabbage debris on meat slicer at the time of inspection. Same violation and issue observed at previous inspection on 5/19

Proper date marking and disposition

21a ** Repeat violation**

-Observed container of initiation crab, cooked pork, and tofu without proper datemark at the time of inspection.

- Observed majority of datemarks with today's date (6/10) Staff member stated they are updating datemarks on a daily basis and no reflective of when food was actually prepared.

Insects, rodents and animals not present/outer opening protected

27 - Observed pests in dry food storage areas and in containers of onions. Person in Charge (PIC) discarded at the time of inspection.

- At previous inspection facility was required to receive more frequent pest control services. Facility has not received an additional service since previous inspection on 5/19.

- Complaint investigation for HC26-00194-WASHOE: Complainant reported finding a cockroach in a beef pho soup on 06/07/2026 after consuming most of the meal. Complainant stated that restaurant staff were notified but appeared dismissive of the complaint. Complaint validated at the time of inspection based on observations listed above. Facility must pay validated complaint fee.

Warewashing equipment installed, maintained, and used; proper sanitization

28 - Facility's dishwasher is not dispensing consistent concentration of chlorine sanitizer.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):

Environmental Health Specialist: Jasmine Olvera



Received By: Loc Nguyen

