



**CITY OF MILWAUKEE
OFFICE OF THE CITY CLERK**

Thursday, July 02, 2020

COMMITTEE MEETING NOTICE

AD 13

Anhvu T Nguyen

4756 S 27th St

Milwaukee, WI 53221

You are requested to attend a virtual hearing to be held on:

Tuesday, July 14, 2020 at 11:40 AM

Regarding: Your Class B Beer and Food Dealer License Renewal Application for "Pho Cali Restaurant" at 4756 S 27th St.

This meeting will be held via GoToMeeting. Please see the enclosed best practices document for further instructions. The access code is <https://global.gotomeeting.com/join/787163357>. If you wish to call in, please call +1 (646) 749-3122 and use Access Code: 787-163-357.

There is a possibility that your application may be denied for one or more of the following reasons: failure of the applicant to meet the statutory and municipal license qualifications; pending charges against or the conviction of any felony, misdemeanor, municipal offense or other offense, the circumstances of which substantially relate to the circumstances of the particular licensed activity, on behalf of the licensee, his or her employes, or patrons (if the licensee is a corporation or licensed limited partnership, the conviction of the corporate agent, officers, directors, members or any shareholder holding 20% or more of the corporation's total or voting stock, or proxies for that amount of stock, of any of the offenses enumerated in s. 125.12(2)(ag), Wis. Stats., as amended); the appropriateness of tavern location and premises; neighborhood problems due to management or location; failure of the licensee to operate the premise in accordance with the floor plan and plan of operation submitted pursuant to s. 90-5-1-c. of the Milwaukee Code of Ordinances; and any factors which reasonably relate to the public health, safety and welfare. See attached police report and/or written correspondence regarding this application. Please be advised the public will be able to provide information to the committee in person. The committee will receive and consider evidence regarding the above mentioned criteria.

Notice for applicants with warrants or unpaid fines:

Proof of warrant satisfaction or payment of fines must be submitted at the hearing on the above date and time. Failure to comply with this requirement may result in a delay of the granting/denial of your application.

Failure to attend this meeting may result in the denial of your license. Individual applicants and partnership applicants must attend or attend by an attorney. The agent or attorney for corporate or limited liability applicants must attend. If you wish to do so and at your own expense, you may be accompanied by an attorney of your choosing to represent you at this hearing.

You will be given an opportunity to speak on behalf of the application and to respond and challenge any charges or reasons given for the denial. No petitions can be accepted by the committee, unless the people who signed the petition attend the virtual hearing and are willing to testify. You may present witnesses under oath and you may also confront and cross-examine opposing witnesses under oath. If you have difficulty with the English language, you should request an interpreter attend the meeting with you, at your expense, so that you can answer questions and participate in your hearing.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at (414) 286-2998, Fax - (414) 286-3456, TDD - (414) 286-2025.

JIM OWCZARSKI, CITY CLERK

BY: _____

Jessica Celella

License Division Manager

If you have questions regarding this meeting, please contact the staff assistant, Molly Kuether-Steele at (414) 286-2775 or molly.kuether-steele@milwaukee.gov.

Roman, Carmen

From: License
Sent: Wednesday, January 15, 2020 8:55 AM
To: Roman, Carmen
Subject: FW: Pho Cali
Attachments: Pho Cali History.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Plz add as objection from Health

Keren Becker
License Specialist III
City Clerk – License Division
O: (414) 286-2238
License@Milwaukee.gov
www.Milwaukee.gov/license



From: Montejano, Marivel
Sent: Tuesday, January 14, 2020 4:27 PM
To: License; Celella, Jessica
Cc: Schurk, Kristin; Hegarty, Carly
Subject: Pho Cali

Jessica,

The following establishment is up for renewal May 2020

Pho Cali Restaurant
4756 s 27th

We would like for the common counsel to request operator to attend before the renewal of the FDL. Establishment has a history of non-compliance and several complaints. Please see attachment

Please let us know if you need reports

Thank you

Marivel Montejano, R.S. | Consumer Environmental Health Supervisor
City of Milwaukee Health Department | 841 North Broadway, RM 304 | Milwaukee, WI 53202
Phone: 414-286-2800 | Cell: 414-708-5817 | Fax: 414-286-5164
www.milwaukee.gov/health | [Facebook](#) | [Twitter](#)



**CITY OF MILWAUKEE
HEALTH DEPARTMENT**

This communication and any attachment(s) may include information that is protected from disclosure under the Freedom of Information Act, 5 U.S.C. § 552, or excepted from disclosure under the Wisconsin Public Records Law, Wis. Stat. §§ 19.31-19.39

NOTICE: This e-mail and any attachments may contain confidential information. Use and further disclosure of the information by the recipient must be consistent with applicable laws, regulations and agreements. If you received this e-mail in error, please notify the sender; delete the e-mail; and do not use, disclose or store the information it contains.

Pho Cali

4756 s 27th st.

2017

2 Intent to Cease Orders for pests(excessive flies) in August 2017 and 4 reinspections for a routine resulting in an Order to Cease for noncompliance September of 2017.

2018

Order to Cease for pests (roaches) in November of 2018 during a compliant investigation)

2019

COMPLAINT/Order to Cease for pests (roaches) in March

COMPLAINT/Order to Cease for expired license in May.

COMPLAINT for food quality in May – violations observed.

COMPLAINT for cleanliness resulting in an ORDER TO CEASE for pests (roaches) in May.

ORDER TO CEASE for low sanitation score during routine inspection in October/Compliance meeting was held with operator prior to reopening (risk control plan implemented).

ORDER TO CEASE for standing sewage observed in kitchen in November.

ORDER TO CEASE for food storage found in box freezers in private home basement across the parking lot/no available means for proper storage of frozen items (complaint investigation) in December.

COMPLAINT for potential FBI in December – repeat violations observed involving cross contamination, improper cold holding, sanitation, etc. A closure resulted after observing food being stored in private home (see above).

2020

Complaint: received 01/14 Pest

Roman, Carmen

From: Becker, Keren
Sent: Tuesday, January 21, 2020 4:16 PM
To: Roman, Carmen
Subject: FW: Pho Cali
Attachments: phoCaliRestInspectionHistory.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Keren Becker
License Specialist III
City Clerk – License Division
O: (414) 286-2238
License@Milwaukee.gov
www.Milwaukee.gov/license



From: Celella, Jessica
Sent: Tuesday, January 21, 2020 4:13 PM
To: Becker, Keren
Subject: FW: Pho Cali

Please add

Jessica Celella
Deputy City Clerk
200 E Wells St Room 105, Milwaukee, WI 53202
(414) 286-2362/(414) 286-2365



From: Montejano, Marivel
Sent: Tuesday, January 21, 2020 4:05 PM
To: Celella, Jessica; License
Cc: Schurk, Kristin; Hegarty, Carly
Subject: RE: Pho Cali

Jessica,

I have attached the reports and an updated timeline of closures/complaints.

Thank you, please let us know if you need anything else

Marivel Montejano, R.S. | Consumer Environmental Health Supervisor

City of Milwaukee Health Department | 841 North Broadway, RM 304 | Milwaukee, WI 53202
Phone: 414-286-2800 | Cell: 414-708-5817 | Fax: 414-286-5164
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**CITY OF MILWAUKEE
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From: Celella, Jessica
Sent: Wednesday, January 15, 2020 9:01 AM
To: Montejano, Marivel <MAMONTE@milwaukee.gov>; License <LICENSE@milwaukee.gov>
Cc: Schurk, Kristin <KSCHURK@milwaukee.gov>; Hegarty, Carly <CHEGAR@milwaukee.gov>
Subject: RE: Pho Cali

Please send the reports as well.

Jessica Celella
Deputy City Clerk
200 E Wells St Room 105, Milwaukee, WI 53202
(414) 286-2362/(414) 286-2365



From: Montejano, Marivel
Sent: Tuesday, January 14, 2020 4:27 PM
To: License; Celella, Jessica
Cc: Schurk, Kristin; Hegarty, Carly
Subject: Pho Cali

Jessica,

The following establishment is up for renewal May 2020

Pho Cali Restaurant
4756 s 27th

We would like for the common counsel to request operator to attend before the renewal of the FDL. Establishment has a history of non-compliance and several complaints. Please see attachment

Please let us know if you need reports

Thank you

Marivel Montejano, R.S. | Consumer Environmental Health Supervisor
City of Milwaukee Health Department | 841 North Broadway, RM 304 | Milwaukee, WI 53202
Phone: 414-286-2800 | Cell: 414-708-5817 | Fax: 414-286-5164
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**CITY OF MILWAUKEE
HEALTH DEPARTMENT**

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Pho Cali
4756 s 27th st.

2018

Order to Cease for pests (roaches) in November of 2018 during a compliant investigation)

2019

COMPLAINT (March) Order to Cease for pests (roaches)

COMPLAINT (May) Order to Cease for expired license .

COMPLAINT (May) for food quality – violations observed.

COMPLAINT (May) for cleanliness resulting in an **ORDER TO CEASE** for pests (roaches)

Routine Inspection (October) **ORDER TO CEASE** issued for low sanitation score (18%)

Compliance meeting 10/31/2019 was held with operator prior to reopening. Operator was required to submit a risk control plan prior to reopening.

Risk control plan submitted by operator on 10/31/2019

- Cold holding
- Cooling

ORDER TO CEASE for standing sewage observed in kitchen in **November 11th**

COMPLAINT (December) for potential **FBI**– repeat violations observed involving cross contamination, improper cold holding, sanitation, etc. A closure resulted after observing food being stored in private home. Findings resulted in an **ORDER TO CEASE** food storage found in box freezers in private home basement across the parking lot/no available means for proper storage of frozen items

2020

Complaint: received 01/14/2020 Pest

Order to Cease issued 01/15/2020 Pest,

2nd compliance meeting called with operator 01/17/2020

Risk control plan submitted by operator on 01/17/2020

- Pest management (cleaning schedule, contact a pest management company, daily monitoring for pest activity, deep cleaning, provide a cover on fan in kitchen (pest entry point), monitor for any gaps or entry points in facility that would allow pest activity.
- During meeting reminded operator establishment will be placed on a more frequent inspection schedule to ensure food safety. And risk control plans will be monitored by health department for compliance: cold holding, temperatures and pest management.
- Operator mentioned that he is no longer storing food at the private residence near the restaurant.

Appendix A: Risk Control Plan

Risk Control Plan

Establishment Name: Pho Cali Restaurant		Type of Facility: Restaurant	
Physical Address: 4756 S. 27th ST		Person in Charge: Anh Vu T. Nguyen	
City: Milwaukee	State: WI	Zip: 53221	County: Milwaukee
Inspection Time In:	Inspection Time Out:	Date:	Candidate's Name: Peter
Agency:	Standard's Name:	Indicate Person Filling Out Form: (check one) Candidate's Form <input type="checkbox"/> / Standard's Form <input type="checkbox"/>	

Based on this day's inspection the following uncontrolled hazards known to contribute to foodborne illness were identified: (Uncontrolled hazards include the occurrence of any risk factor or lack of public health interventions as described in the WI Food Code).

Specific observation noted during inspection:

RODENT / COCKROACH ACTIVITY.

Applicable code violation(s): - (Optional)

Risk factor to be controlled:

PEST ACTIVITY, CROSS CONTAMINATION

Hazard (most common):

ILLNESS DUE TO PEST ACTIVITY

What must be achieved to gain compliance in the future:

→ have an employee check for pest activity every morning.

→ contact batzner to add more traps

Annex 5 Section 1

→ Deep clean kitchen once per week (move all equipment and clean underneath, clean floor drains)

- fully sweep area mop every night before closing
- provide cover on fan in kitchen
- provide sealed containers for all food products.

→ monitor for any gaps or entry points in facility that could allow pest entry.

A. The following risk control plan is recommended to establish active managerial control of the identified uncontrolled hazards. (For unmet critical limits, the plan delineates what needs to be controlled and how it will be controlled, along with necessary records and responsible personnel. It will also indicate what training is necessary.)

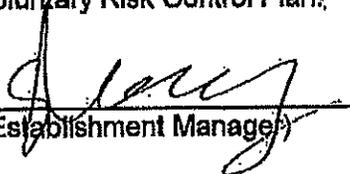
(1) How will active managerial control be achieved:

Who is responsible for the control	Owner / Manager: Frankie
What monitoring and record keeping is required	<ul style="list-style-type: none"> • weekly deep clean chart. • end of shift cleaning chart • morning pest activity chart.
Who is responsible for monitoring and completing records	employees complete records Manager monitors records.
What corrective actions should be taken when deviations are noted	if there is pest activity it should be recorded on chart and cleaned up by employee.
How long is the plan to continue	1 year

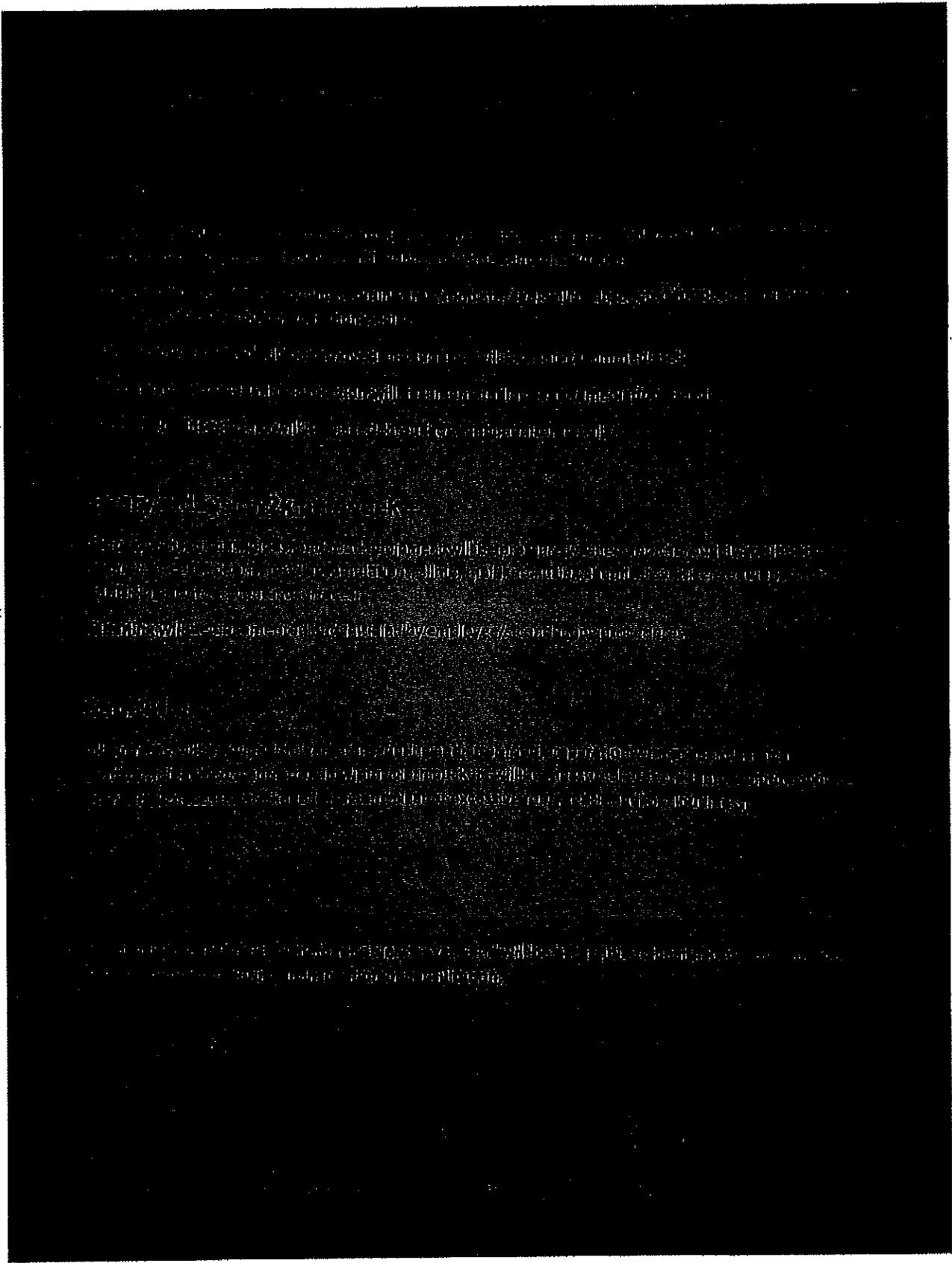
(2) How will the results of implementing the RCP be communicated back to the inspector:

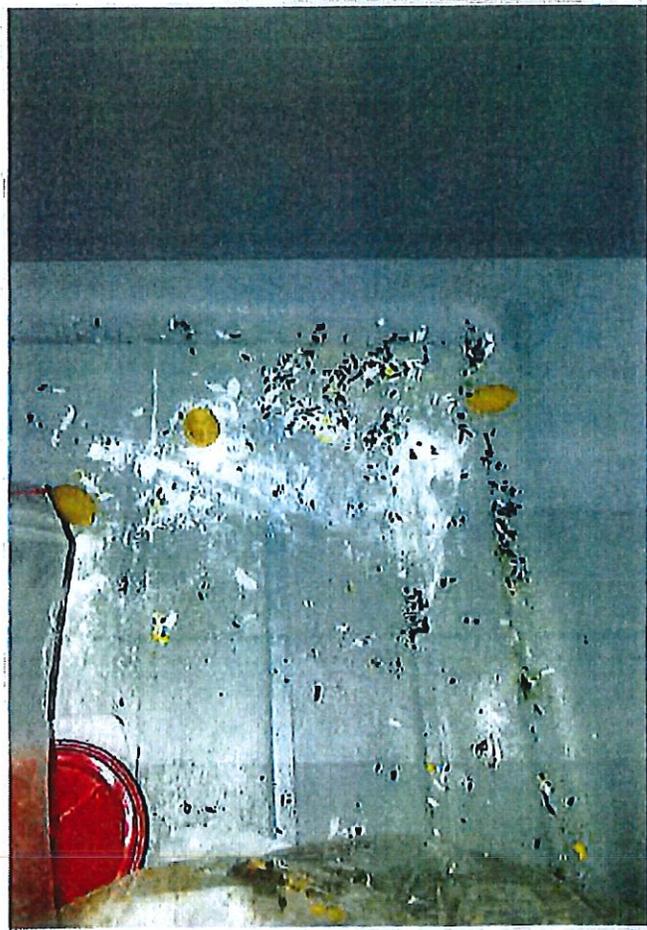
Available to inspector at any time of inspection. Records will be kept onsite at establishment.

As the person in charge of it, I have reviewed, and understand the provisions of this voluntary Risk Control Plan.


(Establishment Manager)

01/17/2020
(Date)

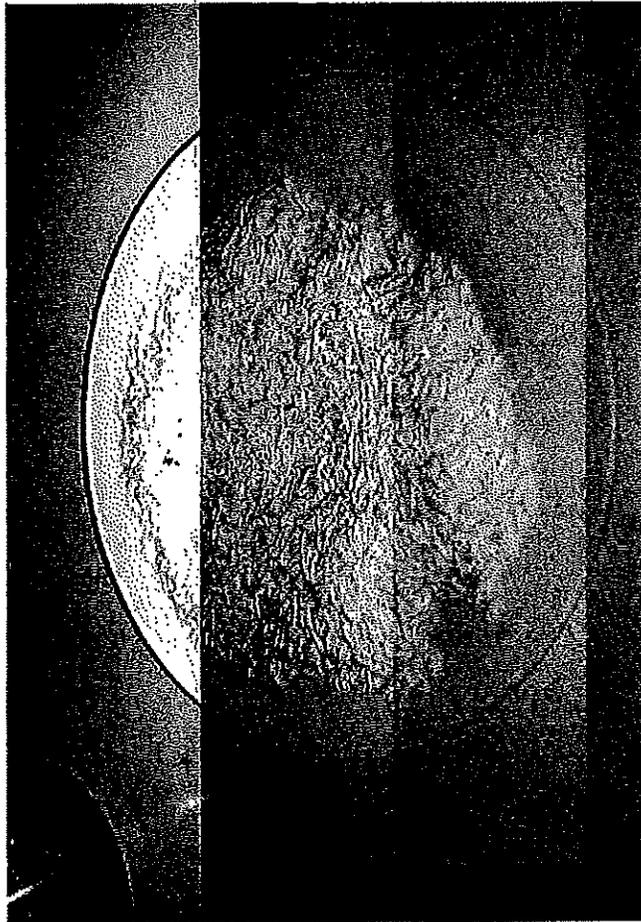




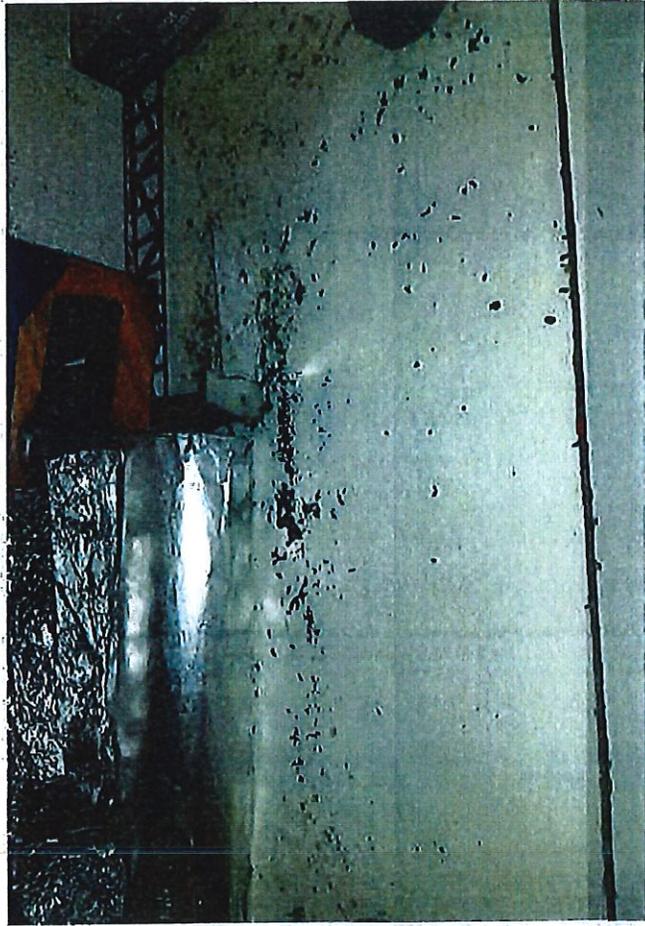
2020



2020



2020



2020



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Information	
Inspection Type Order to Cease Operations	Inspection Date March 18, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 1
6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE
This is a core item
Observation: Evidence of cockroaches in kitchen and food storage area.
Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 18-Mar-2019

Comments:
Violations were observed in response to a complaint regarding kitchen sanitation. See also Special Report for additional violations observed outside of Order to Cease. Repeat violation.
As a result of this inspection, Cease operations Establishment needs to contact Inspector prior to reopening.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, March 19, 2019

Person in Charge



Tony Nguyen

Sanitarian



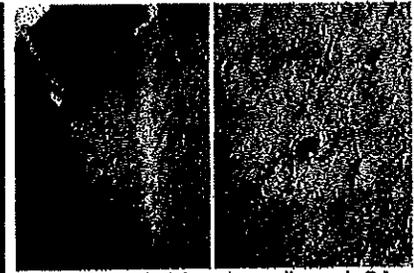
KRISTIN SCHURK

Facility Information					
Name PHO CALI RESTAURANT		Location Type ComplaintRestaurant		Telephone number (414)218-0191	
Health Office City of Milwaukee Health Department		Districts 13			
Building # 4756	Directions	Street Name 27TH	Type ST	Suffix	Unit #
Zip Code 53221		City MILWAUKEE	County MILWAUKEE COUNTY	State WI	
Country No default Country configured		Directions			

General Details		<input type="checkbox"/> Critical
Complaint Type	Facility Cleanliness	Date Received 18-Mar-2019 10:29 AM
Investigation Start Date 18-Mar-2019 12:15 PM	Received By Marivel Montejano	Date Closed 18-Mar-2019
Confirmation No		Referred To KRISTIN SCHURK
		Census Tract

Complainant Information		<input type="checkbox"/> Asked to remain a	<input type="checkbox"/> Verified
Name brendan sullivan	Phone #1 (414)286-2592	Phone #2 (414)	Results Requested <input type="radio"/> No <input type="radio"/> Yes
Address	Email bsulli@milwaukee.gov	State WI	Zip Code
City			
Country No default Country configured			

Complaint Details and Actions	
Complaint Details "the floors are dirty throughout the establishment and the kitchen is filthy"	
Action Taken	Follow-Up Date
Disposition verified	Action Required By 18-Mar-2019
Comments Upon inspection of the kitchen, the floors and walls were found to be soiled with food debris, grease and water accumulations. While inspecting food storage areas in kitchen, dead cockroaches were found on the floor and behind/under cooler/freezer unit. See reports for Cease Operations and for verified compliant observations.	
Attachments	

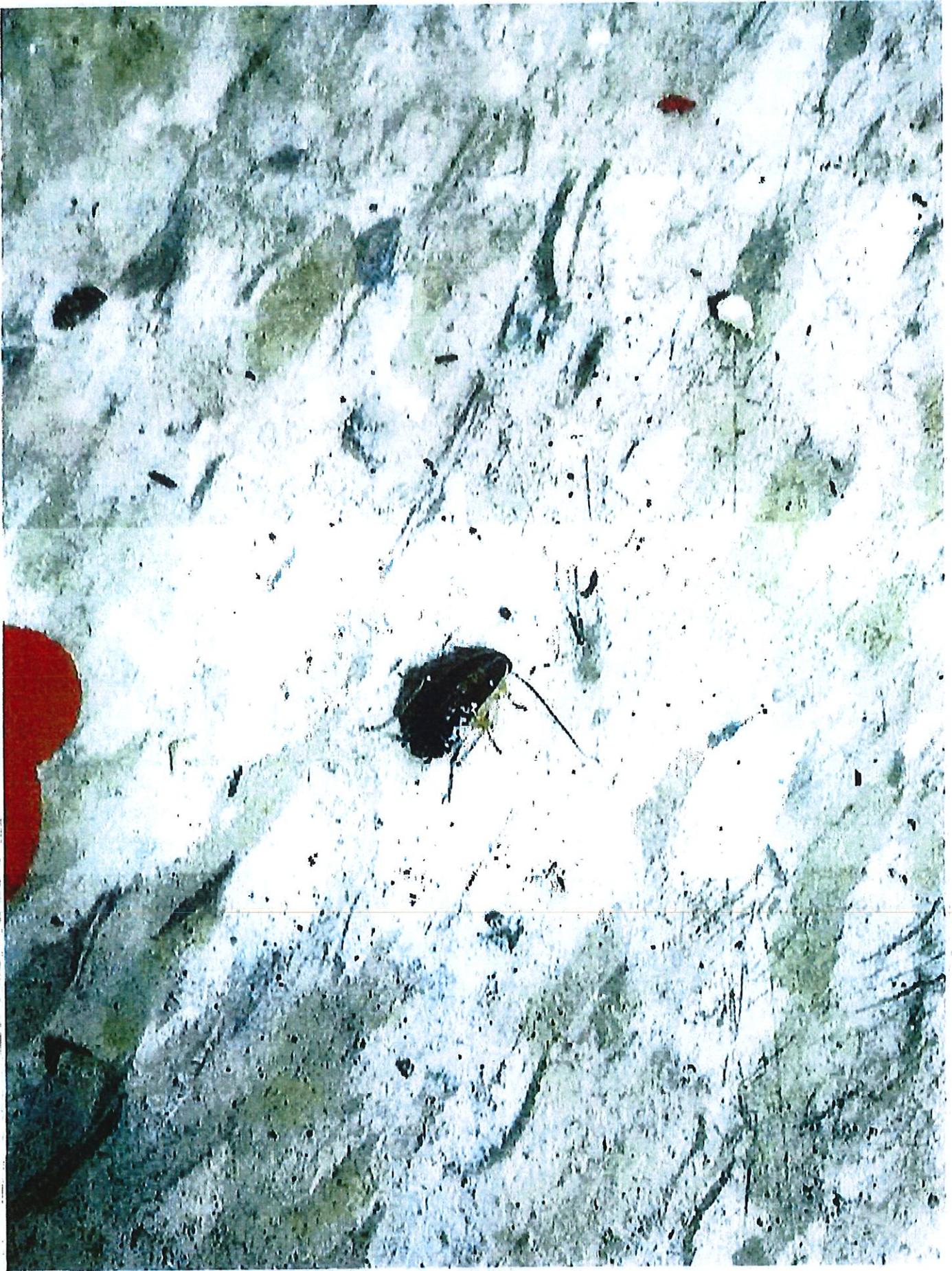


pho call roach 1.jpg pho cali roach 2.jpg

Activity Log		Activity Date / Time
User	Activity Log	18-Mar-2019 - 04:24:27 PM

Supporting Documents





2019



Retail Food Establishment Inspection Report

Establishment Information

Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Information

Inspection Type Complaint	Inspection Date March 18, 2019
------------------------------	-----------------------------------

Certified Manager

Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020
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OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations**Total # 5****3-305.11 (A) (3) - FOOD CONTAMINATION PREVENTED FROM PREMISE - OFF THE FLOOR**

This is a core item

Observation: The bags of raw vegetables is stored on the floor outside the walkin cooler.

Corrective Action(s): Store all food items 6 inches above the floor. Correct By: 01-Apr-2019

3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING

This is a priority item

REPEAT OBSERVATION: Eggs at food prep station are being held at room temperature.

Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 01-Apr-2019

5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR

This is a core item

REPEAT OBSERVATION: The drain system at air gap at food prep sink isleaking onto floor and not maintained in good repair.

Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 01-Apr-2019

6-201.11 - FLOORS, WALLS AND CEILINGS - CLEANABILITY

This is a core item

REPEAT OBSERVATION: The floor tiles surrounding the drain at the cook station have fallen off and are creating an unsanitary condition on the floor (ie. water accumulation, food collection, slime, etc.). Food service equipment and food storage shelves and surfaces are soiled with food debris.

Corrective Action(s): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Repair floor tiles or provide floor with a smooth cleanable surface. Correct By: 01-Apr-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: The walls and floors in kitchen especially at stove/cook station has an excessive amount of food debris, grease, water accumulation, slime build up, etc.

Corrective Action(s): Immediately clean the physical facilities as well as at a frequency necessary to keep them clean. Correct By: 01-Apr-2019

Comments:

Repeat violations resulting in fee issued at time of inspection. Order to Cease Issued/license suspended until approved to reopen.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, April 01, 2019

Person in Charge

Sanitarian



Tony Nguyen

KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations Reinspection	Inspection Date March 19, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 1
6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE
This is a core item
Observation: Evidence of cockroaches in kitchen and food storage area.
Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 18-Mar-2019

Comments:
NOTE: B placard (B218) issued as a replacement for 2018 placard that was retrieved and voided by inspector at time of Order to Cease. B218 is NOT required to be posted (M. Montejano) and will be retrieved at 2019 routine inspection which at that time the placard will be required to be posted. Intent to Suspend is issued for a follow-up in 7 days. See report.
Operator is in compliance and may resume operation.
An intent to suspend has been issued, see separate report

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person In Charge



Tony Nguyen

Sanitarian



KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Intent to Cease Operations	Inspection Date March 19, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 1
6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE This is a core item Observation: Evidence of cockroaches in kitchen and food prep area on 3/18. Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 26-Mar-2019

Comments:
Intent to Cease report issued upon reinspection of Order to Cease on 3/19. Followup inspection will be conducted in 7 days. Any observation of pest activity will result in a closure of establishment.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, March 26, 2019

Person In Charge

Sanitarian



Tony Nguyen



KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Information	
Inspection Type Intent to Cease Operations Reinspection	Inspection Date March 26, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 1
6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE
This is a core item
Observation: Evidence of cockroaches in kitchen and food prep area on 3/18.
Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 26-Mar-2019

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Hai Ngo



KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANH VU T NGUYEN, SP.	

Inspection Information	
Inspection Type Complaint Reinspection	Inspection Date April 1, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 5
3-305.11 (A) (3) - FOOD CONTAMINATION PREVENTED FROM PREMISE - OFF THE FLOOR This is a core item Observation: The bags of raw vegetables is stored on the floor outside the walkin cooler. Corrective Action(s): Store all food items 6 inches above the floor. Correct By: 01-Apr-2019
3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING This is a priority item Observation: Eggs at food prep station are being held at room temperature. Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 01-Apr-2019
5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR This is a core item Observation: The drain system at air gap at food prep sink isleaking onto floor and not maintained in good repair. Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 01-Apr-2019

6-201.11 - FLOORS, WALLS AND CEILINGS - CLEANABILITY

This is a core item

Observation: The floor tiles surrounding the drain at the cook station have fallen off and are creating an unsanitary condition on the floor (i.e. water accumulation, food collection, slime, etc.). Food service equipment and food storage shelves and surfaces are soiled with food debris.

Corrective Action(s): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Repair floor tiles or provide floor with a smooth cleanable surface. Correct By: 01-Apr-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: The walls and floors in kitchen especially at stove/cook station has an excessive amount of food debris, grease, water accumulation, slime build up, etc.

Corrective Action(s): Immediately clean the physical facilities as well as at a frequency necessary to keep them clean. Correct By: 01-Apr-2019

Comments:

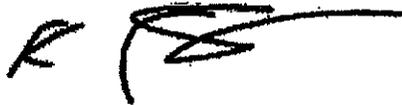
Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person In Charge

Sanitarian



Tony Nguyen



KRISTIN SCHURK

Facility Information				
Name PHO CALI RESTAURANT	Location Type ComplaintRestaurant		Telephone number (414)218-0191	
Health Office City of Milwaukee Health Department	Districts 13			
Building # 4756	Direction S	Street Name 27TH	Type ST	Suffix Unit #
Zip Code 53221	City MILWAUKEE	County MILWAUKEE COUNTY	State WI	
Country No default Country configured	Directions			

General Details		<input type="checkbox"/> Critical
Complaint Type		Date Received 01-May-2019 03:36 PM
Quality <input checked="" type="checkbox"/>		Date Closed 03-May-2019
Investigation Start Date 03-May-2019 02:30 PM		Referred To KRISTIN SCHURK
Received By Michelle Kinnard		Census Tract
Confirmation No		

Complainant Information		<input checked="" type="checkbox"/> Asked to remain a	<input type="checkbox"/> Verified
Name	Phone #1 (414)	Phone #2 (414)	Results Requested <input type="radio"/> No <input type="radio"/> Yes
Address	Email	State WI	Zip Code
City			
Country No default Country configured			

Complaint Details and Actions	
Complaint Details Nothing fresh is used. We were served old lettuce in the spring rolls. There were fruit flies stuck in the shrimp that were inside the spring rolls. Eggrolls tasted old and the meat inside of them tasted sour and spoiled. The establishment did not appear clean. When the issue was brought up, with no apology we were told that they will try better next time. Sadly for them there won't be a next time. There have been many instances where customers in this establishment have been served poorly <input checked="" type="checkbox"/>	
Action Taken	Follow-Up Date 01 -May-2019
Disposition not verified	Action Required By
Comments No flies were observed in the food items and no spoilage of meats was able to be identified. But the establishment was found to have a number of violations while investigating the complaint. There were a number of bins of food being stored on the floor, some food items being stored outside of cold holding and the hot water plumbing at the handsink needed repair. A special report was written for the violations and a followup in scheduled for 2 weeks.	
Attachments Inspection on 03-May-2019 :	
Inspection on 03-May-2019 :	

Activity Log		
User	Activity Log	Activity Date / Time
		06-May-2019 - 08:28:20 AM

Supporting Documents



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Complaint	Inspection Date May 3, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 5
3-305.11 (A) (3) - FOOD CONTAMINATION PREVENTED FROM PREMISE - OFF THE FLOOR This is a core item Observation: Several containers of food was found being stored on floor (chicken in bin, soup buckets without lids, box of ginger outside of cooler). Corrective Action(s): Store all food items 6 inches above the floor. Correct By: 17-May-2019
3-305.14 - FOOD CONTAMINATION - FOOD PREPARATION This is a core item Observation: Food containers were stored under a prep table with other smaller containers stacked on top of food without a barrier to protect food from contamination. Corrective Action(s): Remove food from this location or provide alternate methods to protect food from contamination. Correct By: 17-May-2019
3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING This is a priority item REPEAT OBSERVATION: Garlic in oil and eggs is cold held at room temperature/not under cold holding. Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 17-May-2019

5-202.12 (A) - HANDWASHING SINKS, INSTALLATION - WATER TEMPERATURE

This is a priority foundation item

Observation: Hot water temperature at handwashing sink is not working and turn off due to leaky faucet..

Corrective Action(s): Water temperature at a handwashing sink shall be at least 85°F and no more than 110°F.

Repair/replace faucet and ensure sink is supplied with hot water at all times. Correct By: 17-May-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: Kitchen area is very dirty. Shelves, storage area, floors and food prep stations are soiled with food accumulations and debris.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 17-May-2019

Comments:

Complaint on 01-May-2019

Vietnamese translator required. Report written for violations observed during inspection for a complaint. Fee issued for repeat violations.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, May 17, 2019

Person in Charge

Sanitarian



Tony Nguyen



KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Information	
Inspection Type Order to Cease Operations	Inspection Date May 6, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>MCO 68-21 - No person, partnership, association or corporation may establish a food operation, manufacture, offer for sale, store, distribute or sell food within the city without first having obtained a food dealer license or license with conditions allowing temporary or seasonal operation of a food establishment.</p> <p>This is a core item</p> <p>Observation: The food dealer license expired on 4-17-2019.</p> <p>Corrective Action(s): Contact City Clerk 414-286-2238 to get directions on how to renew food dealers license or go directly to City Clerk's office at City Hall, 1st Floor. Correct By: 06-May-2019</p>

Comments:
<p>Complaint on 06-May-2019 <input type="checkbox"/></p> <p>No routine inspection has been conducted/no 2019 placard issued as of yet. Contact City 414-286-2238 for information on renewing license.</p> <p>As a result of this inspection, Cease operations Establishment needs to contact Inspector prior to reopening.</p>

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, May 06, 2019

Person in Charge

Sanitarian



Dai Nguyen



KRISTIN SCHURK

Facility Information				
Name PHO CALI RESTAURANT	Location Type ComplaintRestaurant		Telephone number (414)218-0191	
Health Office City of Milwaukee Health Department	Districts 13			
Building # 4756	Direction S	Street Name 27TH	Type ST	Unit #
Zip Code 53221	City MILWAUKEE	County MILWAUKEE COUNTY	State WI	
Country No default Country configured	Directions			

General Details		<input type="checkbox"/> Critical
Complaint Type Other/Misc.	Date Received 06-May-2019 09:16 AM	
Investigation Start Date 06-May-2019 10:30 AM	Date Closed 06-May-2019	
Received By Norma Avila	Referred To KRISTIN SCHURK	
Confirmation No	Census Tract	

Complainant Information		<input type="checkbox"/> Asked to remain a	<input type="checkbox"/> Verified
Name	Phone #1 (414)	Phone #2 (414)	
Address	Email	Results Requested <input type="radio"/> No <input type="radio"/> Yes	
City	State WI	Zip Code	
Country No default Country configured			

Complaint Details and Actions	
Complaint Details FDL EXPIRED ON 4.17.19	
Action Taken	Follow-Up Date 06-May-2019
Disposition verified	Action Required By
Comments License is expired on 4-17-2019. Establishment has been issued a Order to Cease until reinspection is conducted after operator receives a current license.	
Attachments Inspection on 06-May-2019	

Activity Log		
User	Activity Log	Activity Date / Time 06-May-2019 - 10:46:16 AM



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations Reinspection	Inspection Date May 7, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>MCO 68-21 - No person, partnership, association or corporation may establish a food operation, manufacture, offer for sale, store, distribute or sell food within the city without first having obtained a food dealer license or license with conditions allowing temporary or seasonal operation of a food establishment.</p> <p>This is a core item</p> <p>REPEAT OBSERVATION: The food dealer license expired on 4-17-2019.</p> <p>Corrective Action(s): Contact City Clerk 414-286-2238 to get directions on how to renew food dealers license or go directly to City Clerk's office at City Hall, 1st Floor. Correct By: 06-May-2019</p>

Comments:
<p>No routine placard has been issued for 2019 yet. Operator issued a provisional license for food dealer and tavern (exp 7/6/2019). Follow instructions on how to obtain annual food dealer license prior to 7/6/2019.</p> <p>Operator is in compliance and may resume operation.</p>

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is

<https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Dai Nguyen



KRISTIN SCHURK



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Complaint Reinspection	Inspection Date May 21, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 5
3-305.11 (A) (3) - FOOD CONTAMINATION PREVENTED FROM PREMISE - OFF THE FLOOR This is a core item Observation: Several containers of food was found being stored on floor (chicken in bin, soup buckets without lids, box of ginger outside of cooler). Corrective Action(s): Store all food items 6 inches above the floor. Correct By: 17-May-2019
3-305.14 - FOOD CONTAMINATION - FOOD PREPARATION This is a core item Observation: Food containers were stored under a prep table with other smaller containers stacked on top of food without a barrier to protect food from contamination. Corrective Action(s): Remove food from this location or provide alternate methods to protect food from contamination. Correct By: 17-May-2019
3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING This is a priority item

Observation: Garlic in oil and eggs is cold held at room temperature/not under cold holding.
Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 17-May-2019

5-202.12 (A) - HANDWASHING SINKS, INSTALLATION - WATER TEMPERATURE

This is a priority foundation item

Observation: Hot water temperature at handwashing sink is not working and turn off due to leaky faucet.

Corrective Action(s): Water temperature at a handwashing sink shall be at least 85°F and no more than 110°F.
Repair/replace faucet and ensure sink is supplied with hot water at all times. Correct By: 17-May-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: Kitchen area is very dirty. Shelves, storage area, floors and food prep stations are soiled with food accumulations and debris.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 17-May-2019

Comments:

Call City Clerk at 414-286-2238 to get information about provisional license. Expires July 6, 2019. Routine placard not issued/no 2019 inspection has been conducted as of yet.

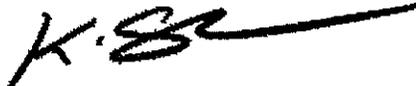
Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Dai Nguyen



KRISTIN SCHURK

Facility Information				
Name PHO CALI RESTAURANT	Location Type ComplaintRestaurant		Telephone number (414)218-0191	
Health Office City of Milwaukee Health Department	Districts 13			
Building # 4756	Di- re- cti- on: S	Street Name 27TH	Type ST	Suffix Unit #
Zip Code 53221	City MILWAUKEE	County MILWAUKEE COUNTY	State WI	
Country No default Country configured	Directions			

General Details		<input type="checkbox"/> Critical
Complaint Type Other/Misc.	Date Received 21-May-2019 11:01 AM	
Investigation Start Date 21-May-2019 01:00 PM	Date Closed 21-May-2019	
Received By Norma Avila	Referred To KRISTIN SCHURK	
Confirmation No	Census Tract	

Complainant Information		<input type="checkbox"/> Asked to remain a	<input type="checkbox"/> Verified
Name STUART SHONG	Phone #1 (414)	Phone #2 (414)	
Address	Email stuartshong123@gm ail.com	Results Requested <input type="radio"/> No <input type="radio"/> Yes	
City	State WI	Zip Code	
Country No default Country configured			

Complaint Details and Actions	
Complaint Details Both locations are not clean, especially the men's bathrooms. We also witnessed a roach crawling over a chair at their 27th Street Location.	
Action Taken	Follow-Up Date 21-May-2019
Disposition not verified	Action Required By
Comments Upon inspection, the bathrooms were maintained in a sanitary condition and no presence of cockroaches was observed.	
Attachments	

Activity Log	
User	Activity Date / Time 22-May-2019 - 10:36:14 AM
Activity Log	

2/3

City of Milwaukee Health Department



841 N Broadway
Milwaukee, WI 53202
(414)286-3674

Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Calculations									
This Establishment's Health (%) Grade is 66.40	<table border="1"> <thead> <tr> <th>A</th> <th>B</th> <th>C</th> <th>Observed</th> </tr> </thead> <tbody> <tr> <td>100%-79%</td> <td><79%-60%</td> <td>< 60%</td> <td>Imminent Health Hazard or Sanitation grade < 60%</td> </tr> </tbody> </table>	A	B	C	Observed	100%-79%	<79%-60%	< 60%	Imminent Health Hazard or Sanitation grade < 60%
A	B	C	Observed						
100%-79%	<79%-60%	< 60%	Imminent Health Hazard or Sanitation grade < 60%						
This Inspection Score 18.00									

Inspection Information	
Inspection Type Routine	Inspection Date October 28, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 26
2-102.11 (A), (B), and (C) (1), (4)-(16) - DEMONSTRATION OF KNOWLEDGE This is a priority foundation item Observation: There was no person in charge that was able to demonstrate knowledge. Corrective Action(s): The person in charge shall obtain training or training materials in the areas of food safety, sanitation, and temperature controls so they are able to demonstrate knowledge and train employees on proper food safety practices. Correct By: 11-Nov-2019
2-301.14 - WHEN TO WASH

This is a priority item

Observation: Employee observed not washing hands before or after changing tasks.

Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands. Correct By: 28-Oct-2019

3-302.11 (A) (1) - PACKAGED AND UNPACKAGED FOOD - RAW OVER RTE-FOODS

This is a priority item

Observation: There are ready-to-eat peppers stored under raw eggs in walk in cooler

Corrective Action(s): Reorganize storage so that ready-to-eat foods are stored above raw animal food and raw vegetables. Discard ready-to-eat foods that show evidence of contamination. Correct By: 28-Oct-2019

3-302.11 (A) (2) - PACKAGED AND UNPACKAGED FOOD - NESTING OR RAW ANIMAL FOODS STORED TOGETHER

This is a priority item

Observation: *(CORRECTED DURING INSPECTION)*: Raw shrimp was found in container of cooked chicken.

RTE meat product found in container of raw scallops.

Corrective Action(s): Prevent nesting of raw animal foods and store raw animal foods in order of descending hazard to prevent cross contamination. Separate raw animal food species from one another except when combined as ingredients.

Action Taken: Containers of co-mingled meats were discarded. Correct By: 28-Oct-2019

3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING

This is a core item

Observation: Raw meat in the freezer were observed to be unwrapped or uncovered.

Container of peanuts were uncovered.

Container of butter was uncovered.

Several containers of food in coolers and walk-in were found uncovered and contaminated with other food debris.

Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 11-Nov-2019

3-304.12 - IN-USE UTENSILS, BETWEEN USE STORAGE

This is a core item

Observation: Utensils near rice cooker store in standing water.

Several utensils had handles below the surface of the food contents.

Ice machine had an ice scoop and mallet fully resting in ice.

Utensils used on cooking line were stored in container with large amount of food debris.

Corrective Action(s): Store in-use utensils in the food item with handle extended, on a clean surface, running dipper well or in a container of water greater than 135°F. Correct By: 11-Nov-2019

3-307.11 - FOOD CONTAMINATION PREVENTED - MISCELLANEOUS CONTAMINATION

This is a core item

Observation: Large Bags of noodles is subject to potential contamination by being stored on a crate that is not 6 inches off of the floor that is also resting in standing contaminated water.

Corrective Action(s): Change methods or procedures to protect foods from contamination. Correct By: 11-Nov-2019

3-501.13 - THAWING

This is a core item

Observation: Frozen beef is being improperly thawed by sitting on the counter to thaw.

Corrective Action(s): Adjust procedures or methods to properly thaw foods. Correct By: 11-Nov-2019

3-501.14 - COOLING

This is a priority item

REPEAT OBSERVATION: Broth in buckets on floor is not cooled properly and is at 99°F after two hours.

Cooked beef in walk in cooler is not cooled properly and is at 53.6 after 1 day.

Cooked pork in cooler is not cooled properly and is at 48.3 after 1 day.

Cooked pork on counter is not cooled properly and is at 46 after 1 day.

Corrective Action(s): Adjust method or procedures to cool foods from 135°F to 70°F in the first 2-hours and from 70°F to

41°F in an additional 4-hours or if prepared or received at ambient temperatures cool to 41°F in 4-hours. Correct By: 28-Oct-2019

3-501.16 (A) (1) - PHF/TCS, HOT HOLDING

This is a priority item

Observation: (*CORRECTED DURING INSPECTION*): Rice in rice cooker is hot held at 53°F

Corrective Action(s): Maintain hot potentially hazardous foods at or above 135°F. Action Taken: Rice was discarded

Correct By: 28-Oct-2019

3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING

This is a priority item

REPEAT OBSERVATION: (*CORRECTED DURING INSPECTION*): Several food items in walk in cooler is cold held at 46-48°F.

Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Action Taken: Any potentially hazardous food items were discarded. Correct By: 28-Oct-2019

3-501.18 (A) - DATE MARKING - DISPOSITION

This is a priority item

Observation: Date marking is not practiced throughout establishment.

Corrective Action(s): Discard Ready-to-eat potentially hazardous (TCS) foods requiring date marking that have exceeded their discard date or are not date marked. Correct By: 28-Oct-2019

4-204.112 (B) - THERMOMETERS - FUNCTIONALITY - INTEGRAL OR PERMANENTLY AFFIXED MEASURING DEVICE

This is a core item

Observation: Walk in cooler and reach in coolers are not equipped with an integral or permanently affixed temperature measuring device.

Corrective Action(s): Equipment used for hot and cold holding shall be designed to include and shall be equipped with at least one integral or permanently affixed temperature measuring device. Correct By: 11-Nov-2019

4-302.12 (A) - FOOD TEMPERATURE MEASURING DEVICES - PROVIDED

This is a priority foundation item

Observation: No thermometer is present for monitoring temperatures in foods.

Corrective Action(s): Provide thermometers that are easily accessible and capable of taking temperatures in food. Correct By: 11-Nov-2019

4-302.14 - WAREWASHING - SANITIZING SOLUTION - TESTING DEVICES

This is a priority foundation item

Observation: A chlorine test kit is not available for checking sanitizer concentrations.

Corrective Action(s): Provide a test kit or other device for measuring the concentration of sanitizing solutions. Correct By: 11-Nov-2019

4-501.12 - EQUIPMENT AND UTENSILS - CUTTING SURFACES

This is a core item

Observation: Several cutting boards through kitchen found to have excessive scuffing and black residue.

Corrective Action(s): Resurface or discard cutting boards or blocks with excessive scratching or scuffing. Correct By: 04-Nov-2019

4-601.11 (A) - FOOD CONTACT SURFACES - SOILED

This is a priority foundation item

REPEAT OBSERVATION: Food processor, deli slicer, scoops, food containers and pans, plates, bowls, and utensils had visible food debris on surfaces.

Decayed bugs found on serving plates.

Corrective Action(s): Maintain food contact surfaces in a clean condition. Correct By: 11-Nov-2019

4-602.13 - NON-FOOD CONTACT SURFACES - CLEANING FREQUENCY

This is a core item

Observation: The outside of storage containers, the inside of both reach-in freezers, and drawers were sauce containers are held are not cleaned on a frequent basis.

Corrective Action(s): Clean all equipment on a routine basis to prevent accumulation of soil residues. Correct By: 11-Nov-2019

4-903.12 - SINGLE-USE AND SINGLE SERVICE ARTICLES - PROHIBITIONS

This is a core item

Observation: Single-use or single-service articles are being stored in on the floor of storage room with personal items and clothing on top of them.

Corrective Action(s): Store single-service or single-use articles, clean equipment and utensils and laundered linens in areas that are not subject to contamination. Correct By: 11-Nov-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

Observation: Handwashing sink observed to be blocked by a pitcher during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 11-Nov-2019

5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR

This is a core item

REPEAT OBSERVATION: There is a water leak on the faucet above the 4 compartment sink.

Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 11-Nov-2019

6-202.15 (A) (1) - INSECTS AND RODENTS - OUTER OPENINGS PROTECTED

This is a core item

Observation: There is a hole or gap in the base corner of the door leading outside which could allow the entrance of insects or rodents.

Corrective Action(s): Repair this hole or gap so that entrance by insects or rodents into the food establishment is prevented. Correct By: 11-Nov-2019

6-301.12 - HAND DRYING PROVISION

This is a priority foundation item

Observation: No single-use toweling or other hand drying device available at handwashing sink in front service area for hand drying. Toilet paper was the only paper available for drying hands.

Corrective Action(s): Provide single-use toweling or other approved devices at handwashing sink to facilitate proper handwashing. Correct By: 11-Nov-2019

6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE

This is a core item

Observation: Evidence of mice in kitchen. Mice droppings are found on top of dish machine and on chemical storage rack.

Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 11-Nov-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: The base of the floor around cooking line, shelving, behind grill, and behind racks in dry storage area have a heavy build up of food residue and debris.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 11-Nov-2019

7-201.11 (A) - TOXIC SUBSTANCES - SEPARATION

This is a priority item

Observation: WD-40 and personal chemical spray stored above food slicer.

Oil container stored under bleach and other chemicals.

Corrective Action(s): Rearrange area so that toxic materials are stored away from food, equipment and single service

Items by spacing or partitioning. Correct By: 28-Oct-2019

Comments:

**An Order to Cease Operations has been issued, see separate report.
Routine Inspection grade placard removed until corrections are made
As a result of this inspection, Cease operations
Establishment needs to contact Inspector prior to reopening.**

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, November 11, 2019

Person in Charge

Sanitarian



tam tran



Jennifer Burany
(414) 758-0421



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Special	Inspection Date November 1, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 12
2-301.14 - WHEN TO WASH This is a priority item Observation: Employee observed not washing hands before or after handling food. Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands. Correct By: 11-Nov-2019
3-302.11 (A) (1) - PACKAGED AND UNPACKAGED FOOD - RAW OVER RTE-FOODS This is a priority item Observation: There are ready-to-eat foods stored under raw eggs in walkin cooler. Corrective Action(s): Reorganize storage so that ready-to-eat foods are stored above raw animal food and raw vegetables. Discard ready-to-eat foods that show evidence of contamination. Correct By: 11-Nov-2019
3-302.11 (A) (2) - PACKAGED AND UNPACKAGED FOOD - NESTING OR RAW ANIMAL FOODS STORED TOGETHER This is a priority item Observation: RTE meat product w raw scallops are stored in same container or stacked atop one another in same container in prep cooler. Corrective Action(s): Prevent nesting of raw animal foods and store raw animal foods in order of descending hazard to

prevent cross contamination. Separate raw animal food species from one another except when combined as ingredients.
Correct By: 11-Nov-2019

3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING

This is a core item

Observation: Several containers of food in the freezer and walkin cooler were observed to be unwrapped or uncovered.

Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 11-Nov-2019

3-304.12 - IN-USE UTENSILS, BETWEEN USE STORAGE

This is a core item

Observation: Utensils - rice scoop in rice cooker, rubber mallet in ice, excessively dirty utensils were found being stored properly.

Corrective Action(s): Store in-use utensils in the food item with handle extended, on a clean surface, running dipper well or in a container of water greater than 135°F. Correct By: 11-Nov-2019

3-501.13 - THAWING

This is a core item

Observation: Frozen beef was sitting on the counter thawing at room temperature.

Corrective Action(s): Adjust procedures or methods to properly thaw foods. Under running cold water in a bath or in a cooler. Correct By: 11-Nov-2019

3-501.14 - COOLING

This is a priority item

Observation: Beef broth stored on floor is not cooling properly and is at [98°F] after 2 hours.

Corrective Action(s): Adjust method or procedures to cool foods from 135°F to 70°F in the first 2-hours and from 70°F to 41°F in an additional 4-hours or if prepared or received at ambient temperatures cool to 41°F in 4-hours. Correct By: 11-Nov-2019

3-501.16 (A) (1) - PHF/TCS, HOT HOLDING

This is a priority item

Observation: Rice in rice cooker is hot held at [53]°F

Corrective Action(s): Maintain hot potentially hazardous foods at or above 135°F. Correct By: 11-Nov-2019

3-501.18 (A) - DATE MARKING - DISPOSITION

This is a priority item

Observation: Datemarking was not observed throughout.

Corrective Action(s): Discard Ready-to-eat potentially hazardous (TCS) foods requiring date marking that have exceeded their discard date or are not date marked. Correct By: 11-Nov-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

Observation: Handwashing sink observed to be blocked by pitcher during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 11-Nov-2019

5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR

This is a core item

Observation: The 4comp sink is leaking onto the floor under the stopper handle and is not maintained in good repair.

Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 11-Nov-2019

6-202.15 (A) (1) - INSECTS AND RODENTS - OUTER OPENINGS PROTECTED

This is a core item

Observation: There is a small hole or gap in the wall of the exit door which could allow the entrance of insects or rodents.

Corrective Action(s): Repair this hole or gap so that entrance by insects or rodents into the food establishment is prevented. Correct By: 11-Nov-2019

Comments:

Routine violations transferred to Special report to be observed during normal operation. Compliance meeting held 10/28 with operator; risk control plan is required for cooling and cold holding will be monitored. Routine inspections will be conducted on a more frequent basis throughout the year.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

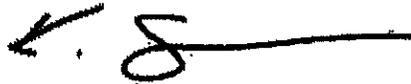
A re-inspection to assess your correction of these violations will be conducted on, or about, November 11, 2019

Person in Charge



Frankle Nguyen

Sanitarian



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Calculations											
This Establishment's Health (%) Grade is 66.40	<table border="1"> <thead> <tr> <th>A</th> <th>B</th> <th>C</th> <th>Imminent Health Hazard or Sanitation grade < 60%</th> </tr> </thead> <tbody> <tr> <td>100%-79%</td> <td><79%-60%</td> <td>< 60%</td> <td></td> </tr> </tbody> </table>			A	B	C	Imminent Health Hazard or Sanitation grade < 60%	100%-79%	<79%-60%	< 60%	
A	B	C	Imminent Health Hazard or Sanitation grade < 60%								
100%-79%	<79%-60%	< 60%									
This Inspection Score 18.00	This Inspection Points Earned Back 40.20										

Inspection Information	
Inspection Type Re-inspection	Inspection Date November 1, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 26
2-102.11 (A), (B), and (C) (1), (4)-(16) - DEMONSTRATION OF KNOWLEDGE
This is a priority foundation item
Observation: There was no person in charge that was able to demonstrate knowledge.
Corrective Action(s): The person in charge shall obtain training or training materials in the areas of food safety, sanitation, and temperature controls so they are able to demonstrate knowledge and train employees on proper food safety practices.

Correct By: 11-Nov-2019

2-301.14 - WHEN TO WASH

This is a priority item

Observation: Employee observed not washing hands before or after changing tasks.

Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands. Correct By: 28-Oct-2019

3-302.11 (A) (1) - PACKAGED AND UNPACKAGED FOOD - RAW OVER RTE-FOODS

This is a priority item

Observation: There are ready-to-eat peppers stored under raw eggs in walk in cooler

Corrective Action(s): Reorganize storage so that ready-to-eat foods are stored above raw animal food and raw vegetables. Discard ready-to-eat foods that show evidence of contamination. Correct By: 28-Oct-2019

3-302.11 (A) (2) - PACKAGED AND UNPACKAGED FOOD - NESTING OR RAW ANIMAL FOODS STORED TOGETHER

This is a priority item

Observation: Raw shrimp was found in container of cooked chicken.

RTE meat product found in container of raw scallops.

Corrective Action(s): Prevent nesting of raw animal foods and store raw animal foods in order of descending hazard to prevent cross contamination. Separate raw animal food species from one another except when combined as ingredients.

Action Taken: Containers of co-mingled meats were discarded. Correct By: 28-Oct-2019

3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING

This is a core item

Observation: Raw meat in the freezer were observed to be unwrapped or uncovered.

Container of peanuts were uncovered.

Container of butter was uncovered.

Several containers of food in coolers and walk-in were found uncovered and contaminated with other food debris.

Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 11-Nov-2019

3-304.12 - IN-USE UTENSILS, BETWEEN USE STORAGE

This is a core item

Observation: Utensils near rice cooker store in standing water.

Several utensils had handles below the surface of the food contents.

Ice machine had an ice scoop and mallet fully resting in ice.

Utensils used on cooking line were stored in container with large amount of food debris.

Corrective Action(s): Store in-use utensils in the food item with handle extended, on a clean surface, running dipper well or in a container of water greater than 135°F. Correct By: 11-Nov-2019

3-307.11 - FOOD CONTAMINATION PREVENTED - MISCELLANEOUS CONTAMINATION

This is a core item

Observation: Large Bags of noodles is subject to potential contamination by being stored on a crate that is not 6 inches off of the floor that is also resting in standing contaminated water.

Corrective Action(s): Change methods or procedures to protect foods from contamination. Correct By: 11-Nov-2019

3-501.13 - THAWING

This is a core item

Observation: Frozen beef is being improperly thawed by sitting on the counter to thaw.

Corrective Action(s): Adjust procedures or methods to properly thaw foods. Correct By: 11-Nov-2019

3-501.14 - COOLING

This is a priority item

Observation: Broth in buckets on floor is not cooled properly and is at 99°F after two hours.

Cooked beef in walk in cooler is not cooled properly and is at 53.6 after 1 day.

Cooked pork in cooler is not cooled properly and is at 48.3 after 1 day.
Cooked pork on counter is not cooled properly and is at 46 after 1 day.
Corrective Action(s): Adjust method or procedures to cool foods from 135°F to 70°F in the first 2-hours and from 70°F to 41°F in an additional 4-hours or if prepared or received at ambient temperatures cool to 41°F in 4-hours. Correct By: 28-Oct-2019

3-501.16 (A) (1) - PHF/TCS, HOT HOLDING

This is a priority item

Observation: Rice in rice cooker is hot held at 53°F

Corrective Action(s): Maintain hot potentially hazardous foods at or above 135°F. Action Taken: Rice was discarded
Correct By: 28-Oct-2019

3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING

This is a priority item

Observation: Several food items in walk in cooler is cold held at 46-48°F.

Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Action Taken: Any potentially hazardous food items were discarded. Correct By: 28-Oct-2019

3-501.18 (A) - DATE MARKING - DISPOSITION

This is a priority item

Observation: Date marking is not practiced throughout establishment.

Corrective Action(s): Discard Ready-to-eat potentially hazardous (TCS) foods requiring date marking that have exceeded their discard date or are not date marked. Correct By: 28-Oct-2019

4-204.112 (B) - THERMOMETERS - FUNCTIONALITY - INTEGRAL OR PERMANENTLY AFFIXED MEASURING DEVICE

This is a core item

Observation: Walk in cooler and reach in coolers are not equipped with an integral or permanently affixed temperature measuring device.

Corrective Action(s): Equipment used for hot and cold holding shall be designed to include and shall be equipped with at least one integral or permanently affixed temperature measuring device. Correct By: 11-Nov-2019

4-302.12 (A) - FOOD TEMPERATURE MEASURING DEVICES - PROVIDED

This is a priority foundation item

Observation: No thermometer is present for monitoring temperatures in foods.

Corrective Action(s): Provide thermometers that are easily accessible and capable of taking temperatures in food. Correct By: 11-Nov-2019

4-302.14 - WAREWASHING - SANITIZING SOLUTION - TESTING DEVICES

This is a priority foundation item

Observation: A chlorine test kit is not available for checking sanitizer concentrations.

Corrective Action(s): Provide a test kit or other device for measuring the concentration of sanitizing solutions. Correct By: 11-Nov-2019

4-501.12 - EQUIPMENT AND UTENSILS - CUTTING SURFACES

This is a core item

Observation: Several cutting boards throughout kitchen found to have excessive scoring and black residue.

Corrective Action(s): Resurface or discard cutting boards or blocks with excessive scratching or scoring. Correct By: 04-Nov-2019

4-601.11 (A) - FOOD CONTACT SURFACES - SOILED

This is a priority foundation item

Observation: Food processor, deli slicer, scoops, food containers and pans, plates, bowls, and utensils had visible food debris on surfaces.

Deceased bugs found on serving plates.

Corrective Action(s): Maintain food contact surfaces in a clean condition. Correct By: 11-Nov-2019

4-602.13 - NON-FOOD CONTACT SURFACES - CLEANING FREQUENCY

This is a core item

Observation: The outside or storage containers, the inside of both reach-in freezers, and drawers were sauce containers are held are not cleaned on a frequent basis.

Corrective Action(s): Clean all equipment on a routine basis to prevent accumulation of soil residues. Correct By: 11-Nov-2019

4-903.12 - SINGLE-USE AND SINGLE SERVICE ARTICLES - PROHIBITIONS

This is a core item

Observation: Single-use or single-service articles are being stored in on the floor of storage room with personal items and clothing on top of them.

Corrective Action(s): Store single-service or single-use articles, clean equipment and utensils and laundered linens in areas that are not subject to contamination. Correct By: 11-Nov-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

Observation: Handwashing sink observed to be blocked by a pitcher during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 11-Nov-2019

5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR

This is a core item

Observation: There is a water leak on the faucet above the 4 compartment sink.

Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 11-Nov-2019

6-202.15 (A) (1) - INSECTS AND RODENTS - OUTER OPENINGS PROTECTED

This is a core item

Observation: There is a hole or gap in the base corner of the door leading outside which could allow the entrance of insects or rodents.

Corrective Action(s): Repair this hole or gap so that entrance by insects or rodents into the food establishment is prevented. Correct By: 11-Nov-2019

6-301.12 - HAND DRYING PROVISION

This is a priority foundation item

Observation: No single-use towel or other hand drying device available at handwashing sink in front service area for hand drying. Toilet paper was the only paper available for drying hands.

Corrective Action(s): Provide single-use towel or other approved devices at handwashing sink to facilitate proper handwashing. Correct By: 11-Nov-2019

6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE

This is a core item

Observation: Evidence of mice in kitchen. Mice droppings are found on top of dish machine and on chemical storage rack.

Corrective Action(s): Routinely inspect facilities for insects and rodents. Correct By: 11-Nov-2019

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: The base of the floor around cooking line, shelving, behind grill, and behind racks in dry storage area have a heavy build up of food residue and debris.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 11-Nov-2019

7-201.11 (A) - TOXIC SUBSTANCES - SEPARATION

This is a priority item

Observation: WD-40 and personal chemical spray stored above food slicer.

Oil container stored under bleach and other chemicals.
Corrective Action(s): Rearrange area so that toxic materials are stored away from food, equipment and single service items by spacing or partitioning. Correct By: 28-Oct-2019

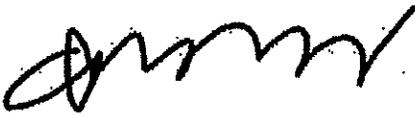
Comments:

Special report written to transfer violations during normal operations. Risk control plan implemented for cooling/cold holding. Routine inspections will be conducted on a more frequent basis.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Frankie Nguyen



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	
Licensee Name ANHUU T NGUYEN, SP.	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221

Inspection Information	
Inspection Type Order to Cease Operations	Inspection Date November 11, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists.</p> <p>This is a core item</p> <p>Observation: There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended. The floor drain beneath the 4-comp and warewashing sink is backing up into kitchen and leaving approx an inch of standing water on floor.</p> <p>Corrective Action(s): Fix all violations of the imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 11-Nov-2019</p>

Comments:
Violation observed during a reinspection. Routine placard B225 held with inspector.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, November 12, 2019

Person in Charge

Sanitarian



KRISTIN SCHURK
(414) 305-2939

Dai Ngyuen



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations Reinspection	Inspection Date November 12, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 1
MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists. This is a core item Observation: There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended. The floor drain beneath the 4-comp and warewashing sink is backing up into kitchen and leaving approx an inch of standing water on floor. Corrective Action(s): Fix all violations of the imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 11-Nov-2019

Comments:
Routine placard B225 held with inspector until Intent to Cease is lifted.

**An Intent to suspend has been issued, see separate report
Operator is in compliance and may resume operation.**

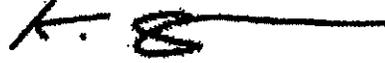
Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person In Charge

Sanitarian



Frankle Nguyen



**KRISTIN SCHURK
(414) 305-2939**



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Intent to Cease Operations	Inspection Date November 12, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists.</p> <p>This is a core item</p> <p>Observation: There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended. There was sewage backup from floor drain clog in kitchen beneath warewash station as observed on 11/11/19.</p> <p>Corrective Action(s): Fix all violations of the Imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 19-Nov-2019</p>

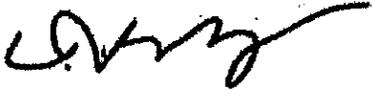
Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, November 19, 2019

Person in Charge

Sanitarian



Frankle Nguyen



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Special Re-inspection	Inspection Date November 20, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 12
2-301.14 - WHEN TO WASH This is a priority item Observation: Employee observed not washing hands before or after handling food. Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands. Correct By: 11-Nov-2019
3-302.11 (A) (1) - PACKAGED AND UNPACKAGED FOOD - RAW OVER RTE-FOODS This is a priority item Observation: There are ready-to-eat foods stored under raw eggs in walkin cooler. Corrective Action(s): Reorganize storage so that ready-to-eat foods are stored above raw animal food and raw vegetables. Discard ready-to-eat foods that show evidence of contamination. Correct By: 11-Nov-2019
3-302.11 (A) (2) - PACKAGED AND UNPACKAGED FOOD - NESTING OR RAW ANIMAL FOODS STORED TOGETHER This is a priority item

Observation: RTE meat product w raw scallops are stored in same container or stacked atop one another in same container in prep cooler.

Corrective Action(s): Prevent nesting of raw animal foods and store raw animal foods in order of decending hazard to prevent cross contamination. Separate raw animal food species from one another except when combined as ingredients.

Correct By: 11-Nov-2019

3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING

This is a core item

Observation: Several containers of food in the freezer and walkin cooler were observed to be unwrapped or uncovered.

Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 11-Nov-2019

3-304.12 - IN-USE UTENSILS, BETWEEN USE STORAGE

This is a core item

Observation: Utensils - rice scoop in rice cooker, rubber mallet in ice, excessively dirty utensils were found being stored properly.

Corrective Action(s): Store in-use utensils in the food item with handle extended, on a clean surface, running dipper well or in a container of water greater than 135°F. Correct By: 11-Nov-2019

3-501.13 - THAWING

This is a core item

Observation: Frozen beef was sitting on the counter thawing at room temperature.

Corrective Action(s): Adjust procedures or methods to properly thaw foods. Under running cold water in a bath or in a cooler. Correct By: 11-Nov-2019

3-501.14 - COOLING

This is a priority item

Observation: Beef broth stored on floor is not cooling properly and is at [98°F] after 2 hours.

Corrective Action(s): Adjust method or procedures to cool foods from 135°F to 70°F in the first 2-hours and from 70°F to 41°F in an additional 4-hours or if prepared or received at ambient temperatures cool to 41°F in 4-hours. Correct By: 11-Nov-2019

3-501.16 (A) (1) - PHF/TCS, HOT HOLDING

This is a priority item

Observation: Rice in rice cooker is hot held at [53]°F

Corrective Action(s): Maintain hot potentially hazardous foods at or above 135°F. Correct By: 11-Nov-2019

3-501.18 (A) - DATE MARKING - DISPOSITION

This is a priority item

Observation: Datemarking was not observed throughout.

Corrective Action(s): Discard Ready-to-eat potentially hazardous (TCS) foods requiring date marking that have exceeded their discard date or are not date marked. Correct By: 11-Nov-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

Observation: Handwashing sink observed to be blocked by pitcher during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 11-Nov-2019

5-205.15 (B) - PLUMBING - SYSTEM MAINTAINED IN GOOD REPAIR

This is a core item

Observation: The 4comp sink is leaking onto the floor under the stopper handle and is not maintained in good repair.

Corrective Action(s): The plumbing system shall be maintained in good repair. Repair or replace defective or leaking plumbing. Correct By: 11-Nov-2019

6-202.15 (A) (1) - INSECTS AND RODENTS - OUTER OPENINGS PROTECTED

This is a core item

Observation: There is a small hole or gap in the wall of the exit door which could allow the entrance of insects or rodents.

Corrective Action(s): Repair this hole or gap so that entrance by insects or rodents into the food establishment is prevented. Correct By: 11-Nov-2019

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person In Charge

Sanitarian



Tony Nguyen



KRISTIN SCHURK
(414) 305-2939



NOTICE OF PUBLIC INTEREST, SWORN ASSURANCE OF POSTING, NEW LICENSE APPLICANTS

OFFICE OF THE CITY CLERK LICENSE DIVISION
200 E. WELLS ST. ROOM 105, MILWAUKEE, WI 53202
(414) 286-2238 E-MAIL ADDRESS: LICENSE@MILWAUKEE.GOV
WWW.MILWAUKEE.GOV/LICENSE

[!] File this form immediately after properly posting Notice of Public Interest (ccl-not1)

The Office of the City Clerk-License Division must certify that your application is complete before your application can be referred to the licensing committee for its recommendation as to whether or not your license should be issued. Certification of your application as complete cannot be made until 10 days after this form has been filed properly filed.

► 2901 N 5th Street– Class B Tavern, Public Entertainment Premises and Food Dealer-Restaurant

I, the undersigned, do hereby declare all that following:

1. Pursuant to s. 90-5-8-a-2-c, Milwaukee Code of Ordinances, I have posted a properly completed Notice of Public Interest (form ccl-not1) in a conspicuous place viewable to members of the public from the outside of the proposed licensed premises.
2. I will, at my own expenses, keep the Notice of Public Interest posted in a conspicuous place viewable to members of the public from the outside of the proposed licensed premises, and will replace to such location the posting whenever found missing.
3. I understand that the Notice of Public Interest is required to be posted upon filing of the new application with the Office of the City Clerk-License Division, and shall remain posted until the application is recommended for granting or denial by the Licenses Committee of the Common Council, or withdrawn by the applicant, whichever occurs first.

► _____
Print Name

► _____
Provide Signature

► _____
Identify position: Individual, partner, agent,
owner

Office Use Only:

Date Filed: _____ Application #: 309914 Initials: _____

3/3

City of Milwaukee Health Department



841 N Broadway
Milwaukee, WI 53202
(414)286-3674

Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Intent to Cease Operations Reinspection	Inspection Date November 20, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

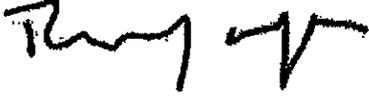
Corrected Hazards
The following hazard(s) have been corrected since the last inspection. Total # 1 MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists. This is a core item Observation: There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended. There was sewage backup from floor drain clog in kitchen beneath warewash station as observed on 11/11/19. Corrective Action(s): Fix all violations of the Imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 19-Nov-2019

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Tony Nguyen



KRISTIN SCHURK
(414) 305-2939

Facility Information					
Name PHO CALI RESTAURANT	Location Type ComplaintRestaurant	Telephone number (414)218-0191			
Health Office City of Milwaukee Health	Districts 13				
Department					
Building # 4756	Street Name re, 27TH	Type ST	Suffix	Unit #	
Zip Code 53221	City MILWAUKEE	County MILWAUKEE COUNTY	State WI		
Country No default Country configured.	Directions				

General Details		<input type="checkbox"/> Critical
Complaint Type Illness	Date Received 17-Dec-2019 09:24 AM	
Investigation Start Date 17-Dec-2019 03:00 PM	Date Closed 17-Dec-2019	
Received By Rose Billingsley	Referred To KRISTIN SCHURK	
Confirmation No	Census Tract	

Complainant Information		<input type="checkbox"/> Asked to remain	<input type="checkbox"/> Verified
Name MOEL VIZCARRA	Phone #1 (414)702-2721	Phone #2 (414)	
Address	Email	Results Requested <input type="radio"/> No <input type="radio"/> Yes	
City	State WI	Zip Code	
Country USA			

Complaint Details and Actions	
Complaint Details COMPLAINANT ATE AT PHO CALI ON 12/16/19 AT 1PM- COMPLAINANT HAD BODY ACHES, STOMACH CRAMPS, DIARRHEA AND VOMITTED LATER THAT AFTERNOON. HE ATE THE P1 PHO AND A3 SPRING ROLLS. HIS WIFE ATE DIFFERENT ITEMS FROM THE MENU. SHE IS FEELING ALSO FEELING ILL, BUT HER SYMPTOMS ARE NOT AS BAD.	
Action Taken	Follow-Up Date 17 -Dec-2019
Disposition not verified	Action Required By
Comments The complainant was interviewed on Dec 17 approrx 9am and stated he felt ill during the meal at Pho Cali and began experlencing vomiting/diarrhea symptoms approx 7hrs later and worse around 12hrs later at about midnight that night. He felt better in the morning and was no longer vomiting but mostly fatigued and nauseous.	
An investigation took place on Dec 17 at approx 3pm and there were several violations observed at the time including repeated compliance issues with sanitation, cold holding, handwashing and cross contamination. At the time of issuing the report, an employee was observed taking a busbin full of raw meat through the back door into the parking lot. When questioned, another employee led me to a private	

home located on the other side of the parking lot into the basement where he pointed out 4 box freezers and several pallets of rice noodles that were being stored there for the restaurant. The operator was issued a closure at the time due to not having the ability to safely store food items that required frozen cold hold on the licensed premise. Operator was consulted that all foods must be held on the licensed premise at all times and must do so before approval to reopen.

Attachments

Activity Log		
User	Activity Log	Activity Date / Time
		18-Dec-2019 - 01:52:18 PM

Supporting documents



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations	Inspection Date December 17, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 1
6-202.111 - PRIVATE HOME AND LIVING AND SLEEPING QUARTERS, USE PROHIBITION This is a priority item Observation: The private home on the other side of the parking lot is being used for food storage of frozen meats. 4 box freezers and multiple pallets of dry food (rice noodles) were found in basement of private home. Corrective Action(s): Food prepared/stored in a private home is prohibited and is not licensed for food operations. Discard food from an unapproved source. In order for operations to resume, the private home needs to be inspected to ensure all food and food storage equipment has been removed from property. Correct By: 18-Dec-2019

Comments:
Complaint on 17-Dec-2019
Routine inspection grade placard removed until corrections are made Establishment needs to contact Inspector prior to reopening.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, December 18, 2019

Person in Charge



Frankie

Sanitarian



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Complaint	Inspection Date December 17, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 7
2-102.11 (A), (B), and (C) (1), (4)-(16) - DEMONSTRATION OF KNOWLEDGE This is a priority foundation item REPEAT OBSERVATION: The Person in Charge (PIC) is unable to demonstrate knowledge of proper sanitation, handwashing procedures, food handling and holding temperatures. Corrective Action(s): The person in charge shall obtain training or training materials in the areas of [items] so they are able to demonstrate knowledge and train employees on proper food safety practices. Correct By: 31-Dec-2019
2-301.14 - WHEN TO WASH This is a priority item REPEAT OBSERVATION: Employee observed taking money with gloves on, putting money in pocket and continue to handle food. Gloves appeared to have raw meat juice on them. Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands and must remove gloves, wash hands, and place gloves back on between operations.. Correct By: 31-Dec-2019
3-305.14 - FOOD CONTAMINATION - FOOD PREPARATION This is a core item Observation: (CORRECTED DURING INSPECTION): Raw meat was being cut, stored and prepared in prewash sink at

warewashing station.

Corrective Action(s): Remove food from this location or provide alternate methods to protect food from contamination.

Action Taken: Food was immediately discarded. Correct By: 31-Dec-2019

3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING

This is a priority item

REPEAT OBSERVATION: Cooked pork found sitting on counter next to food prep station is cold held at [50]°F.

Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 31-Dec-2019

4-602.11 (A) - FOOD CONTACT SURFACES - CROSS CONTAMINATION

This is a priority item

Observation: (**CORRECTED DURING INSPECTION**): Several dollar bills were found placed on a dinner plate in kitchen. Large pots of raw meat are placed on floor with a large bowl with seasonings resting in it touching the raw meat. Another pot was covered with a garbage bag.

Corrective Action(s): Clean food contact surfaces anytime contamination has occurred. Action Taken: Plate was removed and placed in warewashing station. Correct By: 31-Dec-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

REPEAT OBSERVATION: Handwashing sink observed to have a water pitcher placed in it during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 31-Dec-2019

6-202.111 - PRIVATE HOME AND LIVING AND SLEEPING QUARTERS, USE PROHIBITION

This is a priority item

Observation: The basement in the home adjacent to the parking lot is used for food storage (4 box-freezers and dry storage of pallets of rice noodles for conducting food establishment operations).

Corrective Action(s): Food prepared in a private home is prohibited, discard food from an unapproved source. Correct By: 31-Dec-2019

Comments:

Complaint on 17-Dec-2019

As a result of this inspection, Cease operations
An Order to Cease Operations has been issued, see separate report.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

A re-inspection to assess your correction of these violations will be conducted on, or about, December 31, 2019

Person In Charge

Sanitarian



Frankle



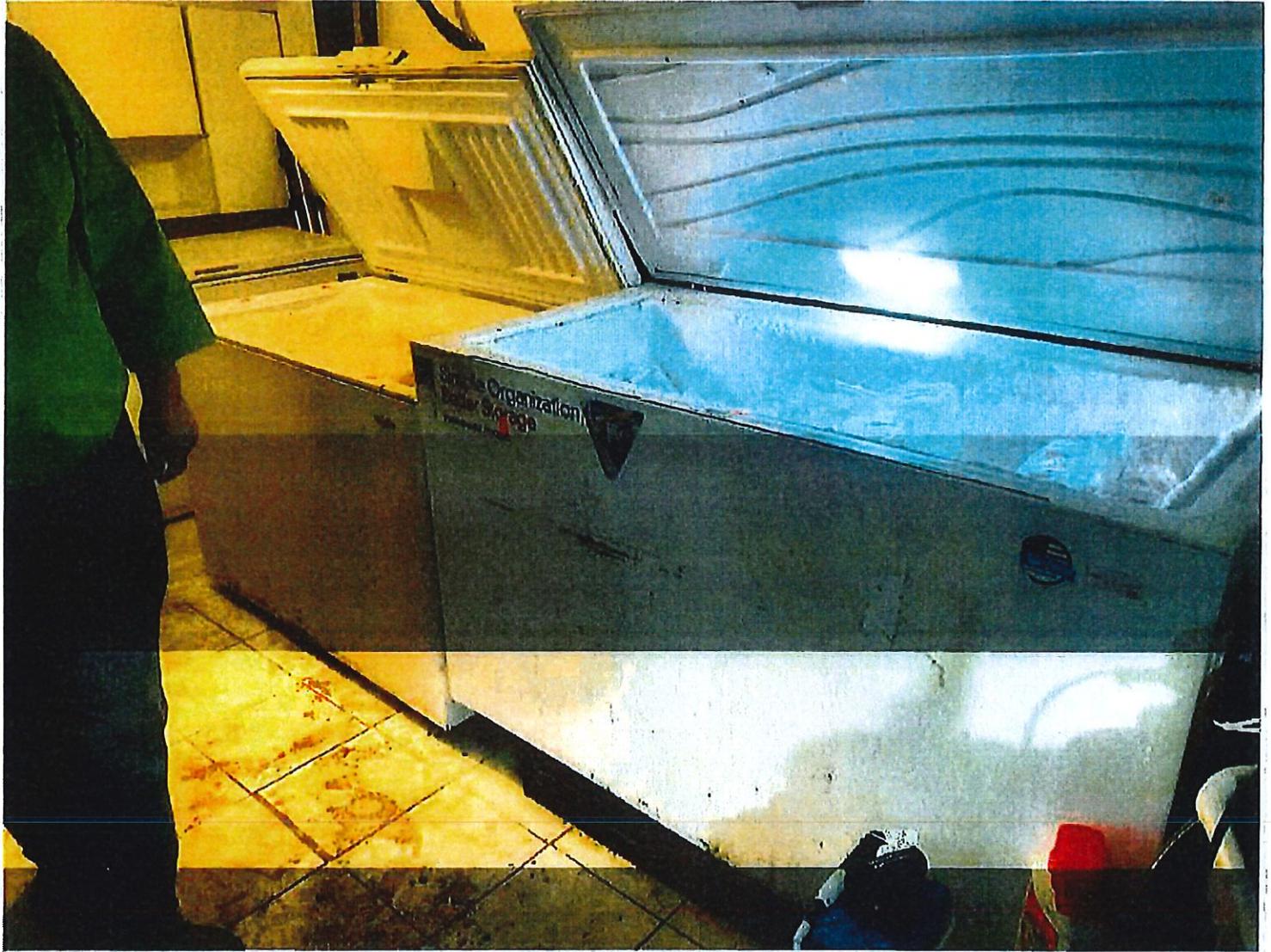
KRISTIN SCHURK
(414) 305-2939

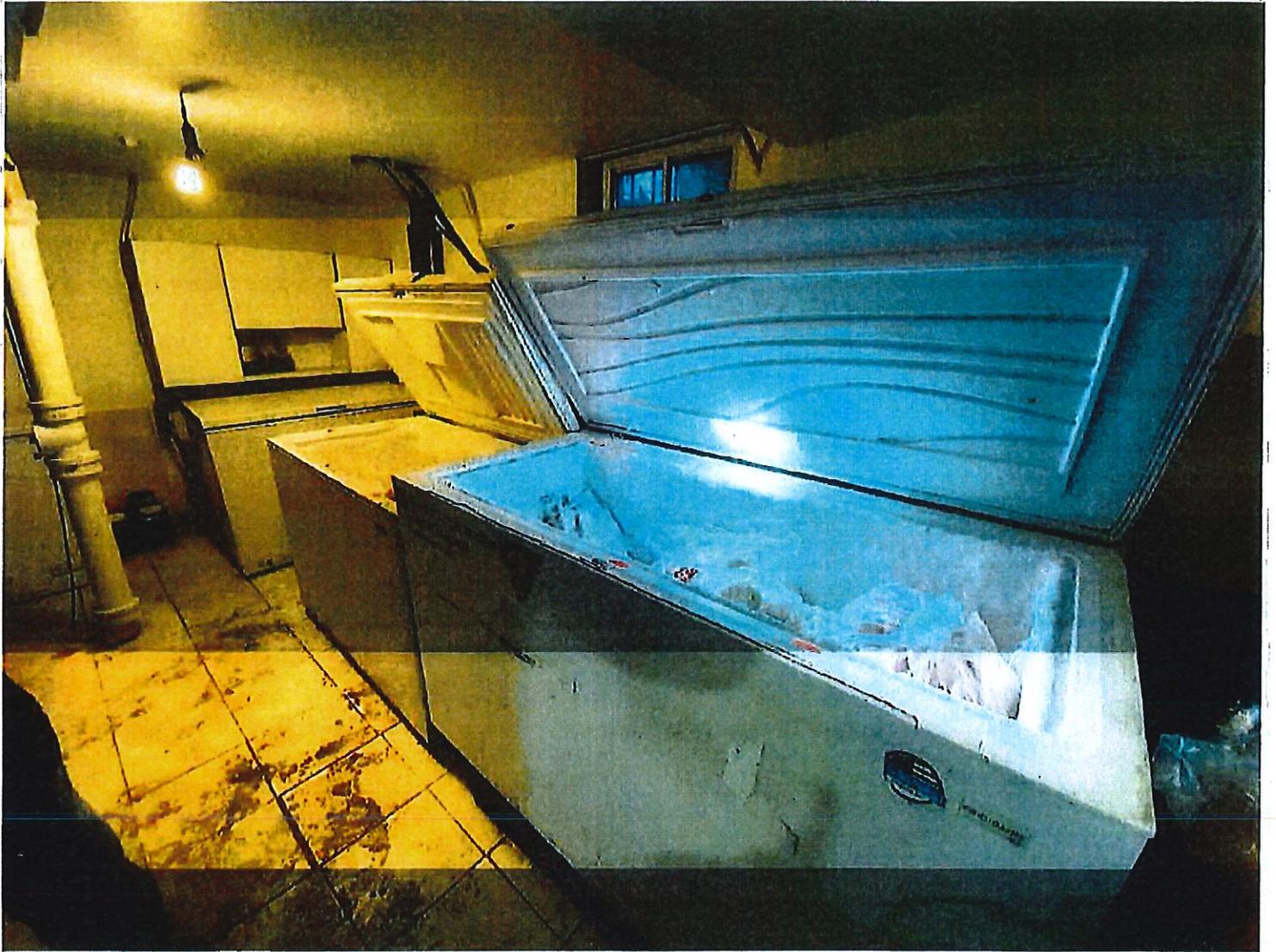






WARNING: Read and follow all instructions
before using this equipment. Do not use
equipment if you are under the influence of
alcohol or drugs.







Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T. NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations Reinspection	Inspection Date December 20, 2019

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 1
6-202.111 - PRIVATE HOME AND LIVING AND SLEEPING QUARTERS, USE PROHIBITION This is a priority item Observation: The private home on the other side of the parking lot is being used for food storage of frozen meats. 4 box freezers and multiple pallets of dry food (rice noodles) were found in basement of private home. Corrective Action(s): Food prepared/stored in a private home is prohibited and is not licensed for food operations. Discard food from an unapproved source. In order for operations to resume, the private home needs to be inspected to ensure all food and food storage equipment has been removed from property. Correct By: 18-Dec-2019

Comments:
Operator is in compliance and may resume operation.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is

<https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge



Frankie Nguyen

Sanitarian



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Complaint Reinspection	Inspection Date January 3, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 7
2-102.11 (A), (B), and (C) (1), (4)-(16) - DEMONSTRATION OF KNOWLEDGE This is a priority foundation item Observation: The Person in Charge (PIC) is unable to demonstrate knowledge of proper sanitation, handwashing procedures, food handling and holding temperatures. Corrective Action(s): The person in charge shall obtain training or training materials in the areas of [Items] so they are able to demonstrate knowledge and train employees on proper food safety practices. Correct By: 31-Dec-2019
2-301.14 - WHEN TO WASH This is a priority item Observation: Employee observed taking money with gloves on, putting money in pocket and continue to handle food. Gloves appeared to have raw meat juice on them. Corrective Action(s): Before working with food, clean equipment, utensils, and single-use or single service articles food employees shall properly wash their hands and must remove gloves, wash hands, and place gloves back on between operations.. Correct By: 31-Dec-2019

3-305.14 - FOOD CONTAMINATION - FOOD PREPARATION

This is a core item

Observation: Raw meat was being cut, stored and prepared in prewash sink at warewashing station.

Corrective Action(s): Remove food from this location or provide alternate methods to protect food from contamination.

Action Taken: Food was immediately discarded. Correct By: 31-Dec-2019

3-501.16 (A) (2) AND (B) - PHF/TCS, COLD HOLDING

This is a priority item

Observation: Cooked pork found sitting on counter next to food prep station is cold held at [50]°F.

Corrective Action(s): Maintain cold potentially hazardous foods at or below 41°F Correct By: 31-Dec-2019

4-602.11 (A) - FOOD CONTACT SURFACES - CROSS CONTAMINATION

This is a priority item

Observation: Several dollar bills were found placed on a dinner plate in kitchen. Large pots of raw meat are placed on floor with a large bowl with seasonings resting in it touching the raw meat. Another pot was covered with a garbage bag.

Corrective Action(s): Clean food contact surfaces anytime contamination has occurred. Action Taken: Plate was removed and placed in warewashing station. Correct By: 31-Dec-2019

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

Observation: Handwashing sink observed to have a water pitcher placed in it during inspection and is unavailable for proper handwashing.

Corrective Action(s): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 31-Dec-2019

6-202.111 - PRIVATE HOME AND LIVING AND SLEEPING QUARTERS, USE PROHIBITION

This is a priority item

Observation: The basement in the home adjacent to the parking lot is used for food storage (4 box freezers and dry storage of pallets of rice noodles for conducting food establishment operations.

Corrective Action(s): Food prepared in a private home is prohibited, discard food from an unapproved source. Correct By: 31-Dec-2019

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge

Sanitarian



Tungt Nguyen



KRISTIN SCHURK
(414) 305-2939

Facility Information					
Name PHO CALI RESTAURANT	Location Type Complaint Restaurant		Telephone number (414)218-0191		
Health Office City of Milwaukee Health Department	Districts 13 <input checked="" type="checkbox"/>				
Building # 4756	Direction S	Street Name 27TH <input checked="" type="checkbox"/>	Type ST	Suffix	Unit #
Zip Code 53221	City MILWAUKEE		County MILWAUKEE COUNTY	State WI	
Country No default Country configured					

General Details		<input type="checkbox"/> Critical
Complaint Type Pests/vermin <input checked="" type="checkbox"/>	Date Received 14-Jan-2020 04:42 PM	
Investigation Start Date 15-Jan-2020 09:30 AM	Date Closed 15-Jan-2020	
Received By Rose Billingsley	Referred To KRISTIN SCHURK <input checked="" type="checkbox"/>	
Confirmation No	Census Tract	

Complainant Information		<input type="checkbox"/> Asked to remain	<input type="checkbox"/> Verified
Name TANIA CORCHADO	Phone #1 (414)458-3958	Phone #2 (414)	
Address	Email TANIAC@EMPLOYERS.COM	Results Requested <input type="radio"/> No <input type="radio"/> Yes	
City	State WI	Zip Code	
Country USA			

Complaint Details and Actions	
Complaint Details Ordered Pho on 1/14/19, received order through Door Dash at 2:19pm. Opened container and there were bugs inside the soup. I was able to pull out about 5 of them. I have videos and pictures. <input checked="" type="checkbox"/>	
Action Taken	Follow-Up Date 14-Jan-2020
Disposition not verified	Action Required By
Comments At the time of investigation, the Batzner Pest Control tech had been in the parking about to enter for Pho Cali's routine monthly service. I spoke with him about recent activity and he stated that he has not seen any insect activity in 3-4 months. I was able to retrieve records of his reports. I was unable to find any evidence of cockroaches but there was an excessive amount of droppings found in dry storage bins and inside a bag of rice. Dead mice were also found under the exhaust fan inside a cage that encloses a fan. There were about 8 dead mice found. Some were freshly dead and others were very old. An Order to Cease report was written also requiring the owner to meet for a compliance meeting on Friday Jan 17 at 10am before being reinspected for reopening. The Batzner technician placed bug traps throughout the establishment and even placed one directly next to the dead mice and did not observe the carcasses until I pointed it out. He left without doing any further observations.	

I spoke with the complainant at 2:00pm and she stated she observed the bugs as soon as she opened the lid but did not have any additional information to share. I did follow up with her with my findings.

Attachments



IMG_2580.JPGsstg-5DD78674-1CBF-46F5-809B-F2D8CCCA73A4.MP4

Activity Log		
User	Activity Log	Activity Date / Time
		15-Jan-2020 - 02:07:53 PM

Supporting Documents





Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations	Inspection Date January 15, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists.</p> <p>This is a core item</p> <p>Observation: Several mice were found deceased in the kitchen trapped in a fan. Droppings were found throughout dry storage and in a bag of rice. There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended.</p> <p>Corrective Action(s): Fix all violations of the imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 16-Jan-2020</p>

Comments:
<p>Closure resulted after violations were observed during a compliant investigation. Compliance meeting has been ordered by CEH Mgmt before establishment may be inspected for reopening.</p> <p>Compliance meeting will be held Friday, January 17th at 10am. Location: Zeidler Municipal Bldg 841 N Milwaukee St, 3rd Floor East entrance (left of elevator). Contact inspector with further questions at 414-305-2939.</p>

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, January 17, 2020

Person in Charge

Sanitarian



Frankie Nguyen



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Special Re-inspection	Inspection Date January 17, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 4
3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING This is a core item Observation: Foods were observed to be unwrapped or uncovered. Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 17-Jan-2020
6-201.11 - FLOORS, WALLS AND CEILINGS - CLEANABILITY This is a core item Observation: The freezers were being stored on small, short legs. Corrective Action(s): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Equipment must be on wheels or at least 6 inches off the floor to prevent food debris buildup and provide necessary cleaning and sanitation methods Correct By: 17-Jan-2020
6-202.15 (D) - INSECTS AND RODENTS - OUTER OPENINGS - SCREENING This is a core item

Observation: Exhaust fan is open and not provided with a screen.

Corrective Action(s): Provide screens or close openings to the outside. Doors and windows kept open to provide ventilation shall be provided with screens to prevent entrance of rodents and pests. Correct By: 17-Jan-2020

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: Floors and walls were found in a dirty, unsanitary condition.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 17-Jan-2020

Comments:

All violations have been corrected. An Intent to Suspend is written to follow up on pest issues in 7 days.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person In Charge

Sanitarian



Frankie Nguyen



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHUU T NGUYEN, SP.	

Inspection Information	
Inspection Type Special	Inspection Date January 17, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 4
3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING This is a core item Observation: Foods were observed to be unwrapped or uncovered. Corrective Action(s): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 17-Jan-2020
6-201.11 - FLOORS, WALLS AND CEILINGS - CLEANABILITY This is a core item Observation: The freezers were being stored on small, short legs. Corrective Action(s): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Equipment must be on wheels or at least 6 inches off the floor to prevent food debris buildup and provide necessary cleaning and sanitation methods Correct By: 17-Jan-2020
6-202.15 (D) - INSECTS AND RODENTS - OUTER OPENINGS - SCREENING This is a core item Observation: Exhaust fan is open and not provided with a screen. Corrective Action(s): Provide screens or close openings to the outside. Doors and windows kept open to provide ventilation shall be provided with screens to prevent entrance of rodents and pests. Correct By: 17-Jan-2020

6-501.12 - CLEANING, FREQUENCY AND RESTRICTIONS

This is a core item

Observation: Floors and walls were found in a dirty, unsanitary condition.

Corrective Action(s): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 17-Jan-2020

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

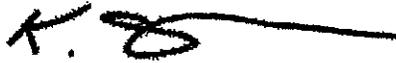
A re-inspection to assess your correction of these violations will be conducted on, or about, January 17, 2020

Person In Charge

Sanitarian



Frankie Nguyen



KRISTIN SCHURK
(414) 305-2939



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name PHO CALI RESTAURANT	Facility Type Restaurant
Facility ID # EPOE-AFWKDA	Facility Telephone # 414 218-0191
Facility Address 4756 S 27TH ST MILWAUKEE, WI 53221	Licensee Address 4756 S 27TH ST MILWAUKEE, WI 53221
Licensee Name ANHVU T NGUYEN, SP.	

Inspection Information	
Inspection Type Order to Cease Operations Reinspection	Inspection Date January 17, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Corrected Hazards
The following hazard(s) have been corrected since the last inspection.
Total # 1
MCO 68-41-3 - The department may summarily suspend any food license without prior warning, notice or hearing if it determines through investigation, inspection, or examination of employees, food, records or other means as specified in this chapter or under the Wisconsin Food Code that an imminent health hazard exists. This is a core item Observation: Several mice were found deceased in the kitchen trapped in a fan. Droppings were found throughout dry storage and in a bag of rice. There is an Imminent Health Hazard that requires all food operations to cease at this establishment and the food license is immediately suspended. Corrective Action(s): Fix all violations of the imminent health hazard and contact the Health Department to do a followup inspection. An inspection must be conducted before the order will be removed and reopening can occur Correct By: 16-Jan-2020

Comments:
An Intent to suspend has been issued, see separate report Operator is in compliance and may resume operation.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>

Person in Charge



Frankie Nguyen

Sanitarian



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Inspection Type Intent to Cease Operations	Inspection Date January 17, 2020

Certified Manager		
Name Tungt Nguyen	Certificate #	Certificate Expiration 10/9/2020

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

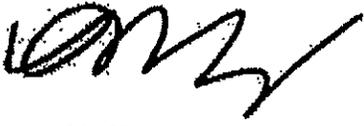
Observed Violations
<p>Total # 1</p> <p>6-501.111 (B) - CONTROLLING PESTS - INSPECTING PREMISE</p> <p>This is a core item</p> <p>Observation: Presence of rodent activity was observed on 1/15/2020. Operator attended a compliance meeting and completed a risk control plan for pest remediation and was reopened on 1/17/20.</p> <p>Corrective Action(s): Routinely inspect facilities for insects and rodents. A followup on pest activity will be conducted in 7 days. If pests are observed, the operation will be closed until further notice. Correct By: 24-Jan-2020</p>

Comments:

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department. The appeal link is <https://itmdapps.milwaukee.gov/FoodGrading/appeal.jsp>
A re-inspection to assess your correction of these violations will be conducted on, or about, January 24, 2020

Person in Charge

Sanitarian



Frankie Nguyen



KRISTIN SCHURK
(414) 305-2939



Thursday, July 02, 2020



Notice of Public Hearing

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notice

NGUYEN, Anhvu T
Pho Cali Restaurant at 4756 S 27th St
Class B Beer and Food Dealer License Renewal Applications

Tuesday, July 14, 2020 at 11:40AM

To whom it may concern:

The above application has been made by the above named applicant(s). This requires approval from the Licenses Committee and the Common Council of the City of Milwaukee. The hearing before the Licenses Committee will take place virtually on 7/14/2020 at 11:40 AM. This is a public hearing. Those wishing to view the proceeding are able to do so via the City Channel – Channel 25 on Spectrum Cable – or on the Internet at <http://city.milwaukee.gov/citychannel>. Those wishing to provide oral testimony will be asked to do so by phone or internet and are asked to contact the staff assistant, Molly Kuether-Steele at (414) 286-2775 or molly.kuether-steele@milwaukee.gov for necessary information. Please make such requests no later than one business day prior to the start of the meeting. You are not required to attend the hearing, but please see the information below if you would like to provide testimony. Once the Licenses Committee makes its recommendation, this recommendation is forwarded to the full Common Council for approval at its next regularly scheduled hearing.

Important details for those wishing to provide information for the Licenses Committee to consider when making its recommendation:

1. The license application is scheduled to be heard at the above time. Due to other hearings running longer than scheduled, you may have to wait some time to provide your testimony.
2. You must testify as to matters that you have personally experienced or seen. (You cannot provide testimony for your neighbor, parent or anyone else; this is considered hearsay and cannot be considered by the committee.)
3. No letters or petitions can be accepted by the committee (unless the person who wrote the letter or the persons who signed the petition are willing to testify).
4. Persons opposed to the license application are given the opportunity to testify first; supporters may testify after the opponents have finished.
5. When you are called to testify, you will be sworn in and asked to give your name, and address. (If your first and/or last names are uncommon please spell them.)
6. You may then provide testimony.
 - a. Include only information relating to the above license application.
 - b. Include only information you have personally witnessed or seen.
 - c. Provide concise and relevant information detailing how this business has affected or may affect the peaceful enjoyment of your neighborhood.
 - d. If by the time you have the opportunity to testify, the information you wish to share has already been provided to the committee, you may state that you agree with the previous testimony. Redundant or repetitive testimony will not assist the committee in making its recommendation.
7. After giving your testimony, the members of the Licenses Committee and the licensee may ask questions regarding the testimony you have given or other factors relating to the license application.
8. Business Competition is not a valid basis for denial or non-renewal of a license.

Please Note: If you have submitted an objection to the above application your objection cannot be considered by the committee unless you personally testify at the hearing.

OCCUPANT	MAIL ADDRESS	CITY, STATE ZIP
CURRENT OCCUPANT	4762 S 27TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4763 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4765 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4749 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4737 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4741 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4732 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4738 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4721 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4719 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4725 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4735 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4744 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4757 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4752 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4758 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4723 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4726 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4773 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4739 S 26TH ST	MILWAUKEE, WI 53221
CURRENT OCCUPANT	4770 S 26TH ST	MILWAUKEE, WI 53221
blank	notice	

Total Records: 21

Radius: 250.0 feet and Center of Circle: 4756 S 27th St

2020-2021 Plan of Operation for 4756 S 27TH ST

1. Litter & Security Plans

How are the grounds kept clean? Sweep Pressure Wash Pick Up Litter Other:

How often will grounds be cleaned? Daily Weekly Other:

Who cleans the grounds? Licensee Building Owner Employees Aired Maintenance Other:

How are noise issues prevented and/or addressed? Security Manager approaches customer(s) Call Police Signs Posted
 Other:

Are there designated outdoor smoking areas? No Yes If Yes, Describe:

Number of garbage cans: Inside 5 Locations: Front, Kitchen,
Outside 2 Locations: Back Door, Side door

Is a crowd control barrier used? No Yes If Yes, Describe:

Number of restrooms: 2 Name of solid waste contractor: Asyke

Are there parking spaces on the premises? No Yes If Yes, list number of spaces: 30 and describe security plans: Self

Are there designated loading areas? No Yes If Yes, describe security plans:

Do you have security personnel on the premise? No Yes If Yes, how many? 1

AND What are their responsibilities? ~~Security~~

What security equipment do they use? _____

List their licensing, certification or training credentials: _____

Are there security cameras? No Yes If Yes, list all locations: Front, inside, outside; kitchen.

Are searches and/or identification checks conducted upon entry? No Yes If Yes, describe:

2. Percentage of Sales (must total 100%)

Alcohol 1 % Food Sales 99 % Entertainment _____ % Other _____ %

3. Businesses On The Premises (choose all that apply):

Restaurant Cafe/Coffee Shop Cocktail Lounge Convenience Store Night Club Liquor Store Tavern Sports Facility
 Hotel Banquet Hall Supermarket Private/Fraternal/Veterans' Club Other:

4. Hours of Operation and Age Restriction

Are there any changes to the current hours of operation or age restriction? No Yes If Yes, Describe:

Please Note: If you will be open earlier or later than the hours listed on your current license for even one event or holiday (for example, St. Patrick's Day, Brewers Opening Day, etc.) during the license period, this must be reported and printed on your license.
Your hours of operation and age restriction are listed on your current license.

5. Floor Plan and Capacity

Are you requesting any changes to your capacity or floor plan*? No Yes If yes, describe: _____ and submit a new floor plan with this renewal application. A sample plan can be found online at www.milwaukee.gov/licenses under License Forms and Related Information.

Alcohol/Food Establishments: A "Permanent Extension of Premises Application" is required if you are adding any square footage to the licensed premises.

6. Sidewalk Dining: Fee:

Are there any changes to the sidewalk dining site plan? No Yes If Yes, submit an updated site plan with this application.

7. Food License: FREST 13076 Fee: \$800.00

Your current food license includes the following food operations: DHS - MODERATE, Sales \$20,001 - \$200,000, Tavern Restaurant. Are there any changes to your food operations as listed above? No Yes, if Yes, explain _____

8. Weights and Measures: Fee:

Number/Type of Devices:
Are there any changes to the number or types of devices? No Yes
If yes, contact our office for further instructions.