

2014 Iowa FFA Food Science CDE
Food Safety and Quality Section
Response to Consumer Complaint

The Consumer Affairs Department at Joe’s BBQ Shack has received the following letter from a customer. Please respond to the consumer’s complaint. Your response should contain the answers presented by the consumer. Please be concise and courteous in your response. Your response will be scored based on the identification of problem, identification of correct solution, completeness and correctness of your response, courteousness, conciseness (limit to 1 page), and appropriate grammar and correct spelling.

Dear Sirs:

I purchased Joe’s famous Apple and Onion Chunk BBQ sauce last week for my family, who loves your famous sauces. However, when I opened the jar, I noticed big clumps of a gel like substance throughout the bottle. When I left the jar on the counter overnight, the whole bottle thickened into an almost solidified state. My husband thought this was disgusting and refused to eat the BBQ sauce. Is the sauce safe to eat? We decided to throw out the BBQ sauce, but wanted to ask a few questions in case we see this problem again.

- 1. What caused the big gel like clumps and the bottle to thicken overnight?*
- 2. Will I get sick from eating the Apple and Onion chunk BBQ sauce?*
- 3. Is there anything I can do to correct the problem or should I just throw it out?*
- 4. What will your company do to make sure that if I buy your Joe’s famous Apple and Onion Chunk BBQ sauce in the future, this will not happen?*

I look forward to hearing from you.

Thank you.
Kimberly Seek

	Points Possible	Points Received
Identification of Problem	15	
Presentation of Solution	15	
Courteousness of Response	10	
Conciseness (less than 1 page)	5	
Grammar and spelling	5	
	50	

FFA Food Science Consumer Complaint Response

June 5, 2014

50 points

School Name _____

Name _____

Contestant Number _____

Score _____/50_____

Complete your response in the box below: