

2013 Iowa FFA Food Science CDE

Food Safety and Quality Section Response to Consumer Complaint

The Consumer Affairs Department at Family Fresh Farms 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 Family Fresh Farms fresh canned salsa with pineapples last week for my family, who love salsa. However, when I opened the jar, I noticed a layer of white foam on the top of the salsa and the lid popped off. The kids thought this was disgusting and refused to eat the salsa. Is the salsa safe to eat? We decided to throw out the salsa, but wanted to ask a few questions in case we see this problem again.

- 1. What caused the layer of white foam to form on the top of the salsa?*
- 2. Will I get sick from eating the salsa?*
- 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 A fresh canned salsa with pineapples in the future, this will not happen?*

I look forward to hearing from you.

*Thank you.
Jasmine Moore*

	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 6, 2013

50 points

School Name _____

Name _____

Contestant Number _____

Score _____/50

Complete your response in the box below: