

Student Name _____

School ID # _____

CUSTOMER COMPLAINT LETTER

Directions:

You will be given a consumer complaint letter similar to those received by a food processing company. Assume you are responsible for food safety and food quality at the company. You have **15 minutes** to study the letter and answer the questions below. Use your time wisely.

Questions 1 through 3 relate to the identification of the problem and count for 20 points. Questions 4 and 5 relate to the solution of the problem and count for 30 points.

Question 1 (10 pts.)

Check only one. Does the complaint indicate:

A Food Safety problem _____

A Food Quality problem _____

Briefly explain why you chose your answer:

Question 2 (5 pts.)

Check only one. Is the problem primarily:

Biological _____

Chemical _____

Physical _____

Briefly explain why you chose your answer:

Question 3 (5 pts.)

What is a possible cause of the problem described in the letter?
