

New Mexico FFA
Food Science and Technology
Customer Inquiry
2015

Scenario #1

Mr. Phil Benson
CEO
Beauregard Cheese Plant
5467 Four Rivers Street
New York City, NY 98770

June 23, 2014

Dear Mr. Benson:

Last week, I bought 4 pounds of your *Beauregard King Meadow Smoked Gouda Cheese* at the Four Rivers grocery store on 2nd street. After only three days of storage in my home refrigerator, I opened the cheese packages for a cheese and wine pairing party I was hosting. Three out of four of the packages were normal, but the fourth had two large mold colonies on them. Owing to food safety concerns and as a precautionary measure, I discarded the mold covered cheese in my trash.

This letter is to let you know that my party plans were ruined because I did not have enough cheese for everyone at my party. I am very disappointed in the quality of your cheese and I am concerned with the safety of food products manufactured by your company.

I'd like your assurance that you will enhance your procedures so an incident like this will not happen again.

I look forward to your timely reply.

Sincerely,

Jessica Smith
465 Windy Lane
New York City, NY 98770

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Scenario #2

Michelle Montoya
Manager
PO Box 67
El Paso, TX 79901

March 18, 2015

I am writing you to address an issue that occurred in your restaurant on March 16, 2015.

At 6:00 pm, my sister, son and I had reservations for my birthday dinner. I had your BBQ chicken with brown rice and broccoli, my sister had rib eye steak with brown rice and a salad, and my son had chicken fingers and french fries. The next day my sister and I were extremely ill.

My sister and I both went to separate doctors and they both diagnosed us with food poisoning. The only food that we both ate was the previous day was the brown rice from your restaurant. My doctor also specified that it wasn't the first case he had diagnosed that day from your restaurant.

I will be contacting my lawyer in regards to this matter. I want to know what your restaurant plans to do to address the issue.

Sincerely,

Tod Bauer
PO Box 785
El Paso, TX 79901

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Scenario #3

Roger Johnson
President
Seafood To Go Inc.
7846 Haynes Ave
Jefferson, IN 47130

Dear Sir or Madam:

I am writing you to address an issue I had with one of your products. I purchased five cans of your *Fresh Tuna in a Can* on April 3, 2015. When I went to open the first can, the pull tab on the metal lid was so sharp it cut me extremely bad. I had to get 4 stitches because I couldn't get my finger to stop bleeding.

When I got back home I examined the other four cans; two others were just as sharp! I am very shocked that you allow your product to leave your facility when it is this dangerous to open. I want compensation for my injuries. Please respond ASAP or I will be calling my lawyer!

Sincerely,

Marissa Gomez
345 Clark St
Kansas City, KS

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Scenario #4

September 5, 2013
QA/QC Manager
Tyson Foods
4568 Brutus Ave.
Horseshoe, OH 94837

Dear Ms. Bell:

I wanted to let you know that I will not be a customer of Tyson Foods anymore and here is the reason why. I went on a tour of your facility with my school a week ago. In doing so, I saw two cockroaches on the conveyor belt that contained packaged raw chicken. Granted the chicken was already packaged, I didn't think that your facility was supposed to have bugs in them. The fact that it was in plain sight as well means that there are not many precautions being taken to ensure that your facility is bug free.

I am so grossed out by your dirty processing facility. I have reported it to the state inspection agency and wanted to bring it to your attention as well since you ARE the quality assurance and control manager.

Sincerely,

Charlie Huckabee
34568 Johnstone Dr.
Tallahassee, FL 51306

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Scenario #5

From: trickem@gmail.com
To: qualitycontrolservice@fisheries.com
Subject: Bad Aroma Fish

Good Afternoon,

I would like to address an issue I have with your "fresh" trout I purchased last week. I was told the fish was caught just that day. But when I took it home it stunk up my refrigerator by the end of the day. It smelled as if the fish oil had been oxidized. I was so grossed out because usually the fish I purchase from your market lasts a few days before it begins to smell off. I know that if your fish begins to smell it means it isn't fresh. It makes me very upset that your employee lied to me and told me it was fresh. I am a chemist and know when a chemical reaction has occurred!

Sincerely,

Dr. Chutes
5558 North Almendra St.
Seattle, WA