



FOOD SCIENCE CAREER DEVELOPMENT EVENT

Customer Inquiry

Letter # 1

Oct 12, 2023

Fresca Corporation
909 Seed Way
Lakeland, Florida 32145

Dear Fresca Corporation,

I would like to file a formal complaint about the quality of your strawberries I purchased at my local Publix grocery store. I truly was not happy that in the short time I had them that they had developed mold and I am not talking about only one but almost half of the box was moldy. It was within 12 hours of them being taken from the grocery store to my home.

I realize it may not be your fault but the fault of the grocery store but I sure hope that your company does not take pride in selling and providing a poor quality product like I received.

I hope to hear from you soon.

Unhappy Seth
Seth Rogan
656 W. Palm Beach
Ft. Lauderdale, FL 43456



Letter #2

October 13, 2023

Sun Harvest Companies
3456 Left Lane
Dallas, Texas 76980

Dear Sirs

I am a regular eater of Sun Harvest Fruit and Nut Mix. The bag that I eat is specifically labeled as having 30% peanuts by weight. As I began munching on this mixed I was profoundly confused that my handfuls contained very few peanuts. As someone who is mathematically inclined. I decided to pour out the bag and sort out the peanuts from the rest of the mix. I weighed the mix out and found it was actually less than 10% of the weight of the 8 ounce bag. Yes that's right, not even one ounce of peanuts. How could this be as I have never had this occur in the past.

I truly enjoy your product but I also enjoy the peanuts as that is one of the flavors I enjoy. Can you please send me a new bag and assure me that it won't happen again.

Sincerely

Joe Smo

Joe Smo
2841 S. Smo Avenue
Kansas City, Kansas 87901



Letter #3

Be Kind Bars
7569 Jacobs Way
Evansville, Indiana 45451

Dear Sirs,

Luckily I am still living to write this letter. I tried calling your hotline but got no answer. Truly sad that I had to write a letter. I was the unfortunate soul that found out your snack bar had sesame seeds in it of which I am severely allergic to them. I had an immediate reaction of my throat swelling and became very quickling short of breath. Luckily someone was able to grab my epipen and inject me with it and I was able to recover from it. It took me several days after the incident to get over the experience which meant I lost days of work.

I guess you are not aware that all products must be labeled with sesame as a potential allergen in it. I can't believe you are producing a product and not labeling it appropriately. I will be having my lawyers contacting you about a potential lawsuit to resolve this.

I am truly frustrated with your company and will never buy a product from you anytime in the near future.

Luck to be alive

Carol Meehan

Carol Meehan
809 N. Indiana Ave
Indianapolis, IN 56789



Letter #4

October 1, 2023

Meyer Foods
75 Executive Dr
Carmel, IN 46032

Dear Meyer Deli Manager,

I am making you aware of a situation that happened over the weekend. I purchased a tray of eggs this past Saturday at 2 p.m. and to be used at a party at 5 pm. I kept them out of the sun on the way home and immediately placed them in the refrigerator when I got home. They were also set on a bed of ice while they were being served. My husband loves them and ate several as well as my other guests. By 8 p.m. that evening, he and several others in the group became nauseated and had a bad case of diarrhea. I did take him to an emergency room clinic and they diagnosed him with Salmonella poisoning. He is now feeling better but I wonder what if those eggs were the cause. I am betting they were.

Now that you are aware of this I hope you will take better care of your product preparation and ensure your customers that you are not providing a product that is laced with Salmonella. I hope you will contact me on a way to resolve this issue.

Sincerely,

Morissa Herl

Morissa Herl
7261 S. Kentucky Avenue
Carmel, Indiana 57896



Letter #5

Mazziola Butter Company
1 Butter Way
Two Rivers, Wisconsin 54241

Dear Mazziola Butter Company,

I have been buying your squeezable butter bottles for many years at our local Dollar General. I usually put it on my toast each morning. This morning I squeezed it out on my toast and then began eating my toast. Wow, did I have a surprise in my mouth when a piece of plastic was in the mound of my butter. It did scratch the inside of my mouth before I spit it out. It was quite a hazard to my health. I hope you will look into the source of the plastic. I have included it in my envelope with this letter.

Hopefully you can make sure my favorite squeeze butter does not have this problem in the future. If you don't provide me with some explanation, I may consider changing brands. Thank you for your time and hope to hear from you soon.

Not a Happy Butter Eater

Johanna Moore

Johanna Moore
8456 N. Hwy 6
Hearne, Texas 77586