

ANSWER SHEET – NOT FOR STUDENTS OR ADVISORS

NATIONAL FFA FOOD SCIENCE AND TECHNOLOGY CAREER DEVELOPMENT EVENT

(A Special Project of the National FFA Foundation)

FOOD SAFETY AND QUALITY PRACTICUM

CONSUMER COMPLAINT LETTER

Question 1- Answer Letter 1 (1b); Letter 2 (1a); Letter 3 (1a); Letter 4 (1a) (Counts 10 points)

**Question 2 - Answers – Letter 1 – (2c); Letter 2 – (2c); Letter 3 – (2b); Letter 4 – (2a)
Correct answer counts 15 points**

**Question 3 – Each response letter must contain at least 3 of the answers/suggestions below to count toward the maximum 25 points.
All correct answers = 50 points**

- Thank consumer for contacting company with problem.
- Apologize for consumer's problem with your product.
- Will advise company's Legal Department of the problem
- Will advise company's Plant Production and Quality Control Department of the problem to determine the cause and correct the problem prior to future production.
- If problem is already known, advise the consumer of the cause.
- Company will check retained samples of problem date code, plus production samples for days before and after.
- Company will immediately recall all products in market with same code.
- Company will establish improved future Quality Control Programs.
- A HACCP Program will be developed or modified to address the problems. **Letter 2 only**
- Company is sending consumer cash refund, free product coupons, or samples.
- Assure consumer of no future problems.
- Company will provide follow-up information after an investigation.
- Company will send a shipping container for return of consumer's sample.