

Name: _____

Food Quality and Safety Bellringer

Directions:

Using the internet on your device, find one article in the news relating to food contamination. Read the article and be prepared to verbally share with your classmates what you learned. Be sure to include the following:

1. Name of the article: _____
2. Where did this issue happen?
3. In your own words, describe what happened.
4. How do you think this could have been prevented?
5. What impact do you think this had on the food science industry?

After listening to your classmates share the articles they found, what role does food safety and quality play in your life?



Name: _____

Picasso Paints the Three Sources of Contamination

Directions:

Using the information learned about the three sources of food contamination (physical, chemical, biological), draw three items that serve as an example of each contaminate. You may not use words, only drawings. Example: Physical Hazard — one could draw a glass jar, a metal bolt, a piece of jewelry. Be sure to have **three examples/drawings** for **each** of the contaminants listed below.

PHYSICAL:

CHEMICAL:

BIOLOGICAL:

Name: _____

Customer Inquiry Letters: Student Packet

Directions:

Carefully read each customer letter and determine if the scenario is a food quality or food safety issue. THEN determine if the hazard is biological, chemical or physical. Circle the correct answer for each question, using the answer sheet provided.

- Use the following for EVERY customer letter:
 - The issue represented in the scenario is a (choose 1) ...
 - food safety issue.
 - food quality issue.
- Is the concern or hazard primarily (choose 1) ...
 - biological?
 - chemical?
 - physical?

LETTER 1:

Quality Assurance Manager
Moe and Larry Ice Cream Company
600 Brutus Avenue
Horseshoe, OH 94837

To Whom It May Concern:

I just wanted to let you know that I was eating your Chunky Chocolate Frog ice cream the other day, and I must say it was the worst ice cream I have ever had. I used to like that flavor, but it's like you cheapened it up like a bad date. It is definitely not the premium product I used to buy.

First off, I noticed that the nutrition label was different from the last time I bought it. There was less fat. Granted, people are looking for lower fat products, but if I wanted to eat low fat, I wouldn't buy ice cream! Then, once I opened it up and started to scoop out the ice cream, I noticed that there were less chocolate frogs (I don't even think they are chocolate anymore, not that I could find one to eat), and the fudge swirl was almost non-existent.

When I ate the product, I was even more disappointed, the ice cream texture was horrible. Ice cream should be creamy and smooth; this was like I had an ice cream cone at the beach and it fell off in the sand and I was eating it anyway. It was very gritty. I tried to spit it out and see if there was actual sand in there, but that was just a messy endeavor. I got it all over everything trying to find one of the stupid grains and hold on to it ... Anyway, I finally got one of the little grains in my hand, but it wasn't sand, it was more like sugar.

I don't know what you have done to your product, or even if the two problems are related, but I am very disappointed in the product. When I pay \$4.50 for a pint of ice cream, I want to enjoy every last bit of the ice cream. I let my dog eat this one. It was the most expensive dog treat I ever bought. When you change back to the food I have grown to love, let me know. Until then, I will no longer be a customer of yours!

Sincerely disappointed,

Mary Potter
EX MOE & LARRY ICE CREAM LOVER!
25 Burrow Lane
Hogwart, MA 56901

Name: _____

LETTER 2:

Hometown Meats
948 Meats Blvd
Meatmarket, IN 37898

To whom it may concern,

Yesterday in the evening, on March 1, I bought packaged beef at your store on 31 Rosemary Street. Unfortunately, this product not only did not meet any quality requirements, but it also gave me a number of serious inconveniences.

I am extremely dissatisfied and disappointed with your products because after eating dishes cooked from this beef, I had severe vomiting, fatigue and bloody diarrhea. My health condition did not allow me to go out, so I had to call for a doctor at home. Considering that the packaged beef from your store was the only product that I consumed since yesterday, I am rather sure it is the reason for my illness. I am waiting test results to confirm what I may have contracted through consumption of your meat.

I am your long-time and loyal client. I was always satisfied with the quality of products and services in your store. I hope we can come to a peaceful agreement on this issue.

Thank you,
Rosie Red

Name: _____

Customer Inquiry Letters: Student Answer Sheet

Directions:

Carefully read each customer letter and determine if the scenario is a food quality or food safety issue. THEN determine if the hazard is biological, chemical or physical. Circle the correct answer for each question, using the answer sheet provided below:

1. The issue represented in the scenario is a (choose 1) ...
 - food safety issue.
 - food quality issue.

Is the concern or hazard primarily (choose 1) ...

- biological?
- chemical?
- physical?

2. The issue represented in the scenario is a (choose 1) ...
 - food safety issue.
 - food quality issue.

Is the concern or hazard primarily (choose 1) ...

- biological?
- chemical?
- physical?

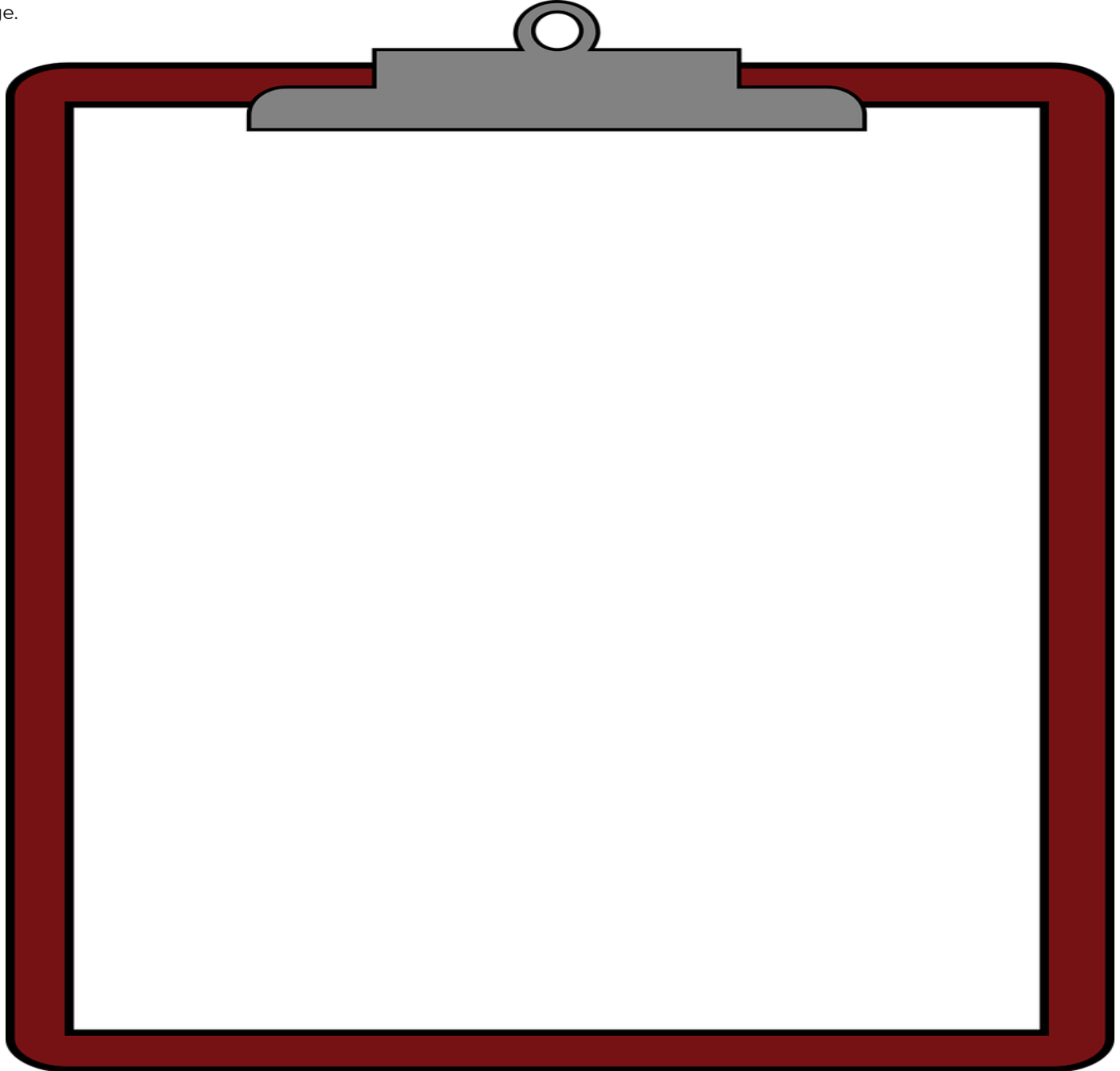
3. Describe why you selected the answers you did for each letter.

4. What is 1 possible cause of the problems addressed in Letter 1? Describe your answer.

Name: _____

Create Your Own Complaint Letter

Directions: Using the space provided below, create your own customer inquiry/complaint letter based on the article you found and reported on in the bellringer for this lesson. Be sure NOT to use what was already done in class in previous letters. Provide as much detail as possible in your letter. Provide the categories that your letter belongs in at the end of the page.



- This letter is an example of a (circle one) food quality issue OR food safety issue.
- This letter is an example of which type of contaminant (circle one)?
Biological Physical Chemical

