



Name: _____

Class: _____ Date: _____

When What You See is Not What You Get

An activity of "Food labels"

Read "Food labels: What you see may not be what you get" (page 21, *What's Up* April 2021). The article conveys an important message about food labels that do not tell the whole truth. One way to remember the key points of the article is to express them in a different way. Try doing this by simply adding sentence connectors.

1. Rewrite the sentences below using the given sentence connectors. The connectors are in brackets.

a) Some companies label their products as legally caught sharks and rays. They are actually illegally caught endangered species. (*although*)

b) A product listed "olive oil" as its only ingredient. It also had cheaper vegetable oils mixed in. (*however*)

c) Some products claimed to be "extra-virgin" olive oil. They were combined with low-grade olive oil. (*on the contrary*)

d) A meat company in Malaysia falsely labelled its beef as halal. Muslim customers unknowingly ate the non-halal beef. (*as a result of*)

2. Recall a time when you or someone you know bought something which turned out different from what was advertised. What happened? How did the person involved feel? What did you learn from this experience? Share the incident with a classmate.

3. Fill in the feedback form below to write an appropriate letter of complaint to the seller, based on the scenario you mentioned earlier. Here are some guidelines:
- Provide the background to the situation. (*Who bought what and when?*)
 - Describe the problem. (*Why was the customer not satisfied?*)
 - State the impact of the problem. (*How did this affect the customer?*)
 - Suggest a solution to make it right. (*Would a replacement or refund be good?*)
 - Be polite and factual. Use sentence connectors for better flow.

Feedback Form

We would love to hear your thoughts, suggestions, concerns or problems with anything so that we can improve!

Name:

Email:

Subject:

Feedback Type:

<input type="radio"/> Comment	<input type="radio"/> Suggestion	<input type="radio"/> Question	<input type="radio"/> Complaint
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Share Your Feedback: