

Unit 2-2455 West 2nd Avenue
Vancouver, BC, V6K 1J5
November 4, 2016

Dairy Queen Kitsilano
2601 West Broadway, Vancouver, BC, V6K2G3

Attention: Mr. Robert Cunningham, Dairy Queen Kitsilano Manager
Subject: Unsatisfactory Experience at Dairy Queen Kitsilano

I have been visiting your store approximately once per month over the last two years. I enjoy Dairy Queen food and have had no previous issues with your store. However, recently I was in your store and an alarming event transpired with my order.

At approximately 6:00pm I ordered a Bacon Cheese GrillBurger combo for myself and a friend. A kitchen employee left the kitchen area with a bag of garbage and exited the store, presumably to dispose of the bag in a dumpster. However, when he returned, I traced his path back into the kitchen, where he immediately took a position at the grill without washing his hands. He had no gloves on, and was touching vegetables with his bare hands. I refused to take the order when it came up and explained the situation to the cashier. Then, I asked that the order be re-made by somebody with clean hands. However, when the request was met with resistance and attitude, I demanded my money back and left the store without eating.

I suggest that you review sanitary procedures with your kitchen staff and order gloves for them to wear while preparing food. Unless this is the case, I do not plan on returning to your store in the future.

Yours truly,

Ian Betts