

Meijer Support Call Transcript — MEI-7986

Ticket ID:	MEI-7986	Priority:	Medium
Created:	2025-05-10 17:10:39	Status:	Open
Store #:	138	Store:	Maysville Road, Fort Wayne
Category:	Inventory Management	Type:	Product Recall
Coordinates:	41.13376515, -85.01269375257803	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Merchandising Support, this is Agent Thompson. How can I help you today?

James Martinez, Shift Supervisor at the Maysville Road store in Fort Wayne. Hi, how's it going?

Oh, hi James! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not much, just a beautiful day in Fort Wayne, but we got a bit of an issue on our hands.

PROBLEM DESCRIPTION

So, we just got word of a product recall from Prairie Farms, and I'm not sure how to proceed. It's their 2% milk, half-gallon size. We've got a bunch of it on the shelves, and I don't know if we're supposed to pull it all or what.

Okay, James, can you tell me more about the recall? What's the reason for it?

(some background noise) Ah, sorry about that, we're gettin' ready for a shipment. Okay, so the reason for the recall is... (pause) ...possible contamination. Yeah, that's what it says here.

I see. And have you notified your store manager about this yet?

Yeah, I just talked to 'em, and they said to give you folks a call. We're not sure what to do with all this product.

Do you have the recall notice in front of you? Can you give me the lot numbers or any other details?

TROUBLESHOOTING/RESOLUTION

Alright, James, I'm gonna go ahead and take a look at this. (pause) Okay, I've got it. We've got a ticket created for this, MEI-7986. I'm gonna go ahead and mark it as a high priority.

We'll need to get that product off the shelves ASAP. Can you please pull all the affected product and set it aside for now?

Yeah, we can do that. How long till someone gets back to us with further instructions?

I'd say within the next 2-3 hours, someone from our team will be in touch to give you further guidance. We'll also send someone out to pick up the recalled product.

CLOSING

Just to summarize, James, you'll pull the affected product, and we'll have someone follow up with you within the next few hours. Your ticket number is MEI-7986, just in case you need to reference it.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, James. We'll get this taken care of for you. Have a great day, and we'll talk to you soon.