

# Meijer Support Call Transcript — MEI-20806

Ticket ID:	MEI-20806	Priority:	High
Created:	2025-03-29 18:16:01	Status:	In progress
Store #:	280	Store:	Vollmer Rd, Flossmoor
Category:	Inventory Management	Type:	Product Recall
Coordinates:	41.530542499999996, -87.71056418994411	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?

Robert Davis: Hi, Agent Thompson. This is Robert Davis, Grocery Manager at the Flossmoor store on Vollmer Road.

Agent Thompson: Hi, Robert! Nice to talk to you. How's everything going at the store today?

Robert Davis: It's going, just dealing with a bit of a situation here. (background noise of store announcements)

### \*\*PROBLEM DESCRIPTION\*\*

Robert Davis: We've got a product recall issue on our hands. One of our Meijer Brand items, a batch of ground beef, has been flagged for potential contamination. We need to get it off the shelves ASAP.

Agent Thompson: I see. Can you tell me more about the recall? What's the specific item and lot number?

Robert Davis: It's our Meijer Brand 80/20 ground beef, lot number 0325. We've already had a few customers ask about it, so we need to move quickly.

Agent Thompson: Okay, got it. And have you notified your team to start pulling the product from the shelves?

Robert Davis: Not yet, we were waiting to confirm with you all first. (pause) Oh, sorry, can you hold on for just a sec? (brief hold) Sorry about that, where were we?

Agent Thompson: No worries, Robert. We were discussing the recall. Can you tell me approximately how many units of the affected product you have in stock?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Robert, I'm going to go ahead and escalate this issue since it's a high-priority product recall. I've created ticket MEI-20806 to track our progress.

Robert Davis: Appreciate it, Agent Thompson. What's the next step?

Agent Thompson: I recommend you immediately pull all affected product from the shelves and set it aside for return to the distribution center. We'll work on getting a replacement shipment out to you as soon as possible.

Robert Davis: Sounds good. What's the timeline looking like for the replacement shipment?

Agent Thompson: We're looking at 24 to 48 hours, depending on inventory availability. I'll make sure to keep you updated on the status.

### \*\*CLOSING\*\*

Agent Thompson: Just to summarize, Robert, you'll pull the affected product from the shelves and we'll work on getting a replacement shipment out to you within the next 24 to 48 hours.

Robert Davis: That sounds right. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. Your ticket number is MEI-20806, and I'll be following up with you to ensure everything gets resolved. Have a great day, and thanks for choosing Meijer!