

Meijer Support Call Transcript — MEI-24892

Ticket ID:	MEI-24892	Priority:	Medium
Created:	2024-12-30 19:12:31	Status:	Closed
Store #:	55	Store:	VanDyke Avenue, Sterling Heights
Category:	Inventory Management	Type:	Stock Out
Coordinates:	42.563608, -83.026717	Location Type:	Store

Transcript

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

OPENING

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

Jennifer Johnson, Assistant Manager at the VanDyke Avenue store in Sterling Heights. Hi Karen, happy New Year's Eve eve!

Happy New Year's Eve eve to you too, Jennifer! What brings you to call us today?

PROBLEM DESCRIPTION

We're completely out of Prairie Farms products, Karen. I mean, we're talkin' milk, cheese, yogurt - the whole shebang. Our customers are startin' to get a little upset. I've checked the inventory, and we just don't have any stock.

Okay, let me just check on that real quick. (pause) Can you tell me, Jennifer, when you last received a shipment from Prairie Farms?

Uh, let me check... (background noise) Okay, it looks like it was about two weeks ago. We've been sellin' through it pretty quickly, but I didn't think we'd be out this soon.

That's helpful, thanks. And have you tried orderin' more through our normal channels?

Yeah, I've tried that, but it's not showin' any available stock. That's why I'm callin' you guys for some help.

TROUBLESHOOTING/RESOLUTION

Okay, Jennifer, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-24892. I'm gonna mark it as a medium priority, since it's not a critical issue, but we still want to get it resolved for you ASAP. Can you tell me, have you noticed any issues with the inventory management system that might be contributin' to this stock out?

Not that I'm aware of, Karen. It just seems like we're not gettin' the product in like we should be. (pause) Oh, wait, I've got a customer at the desk, can you hold on just a sec? (hold music plays for 110 seconds)

Sorry about that, Karen. Where were we?

No problem, Jennifer. So, I've created the ticket, and I'm gonna go ahead and reach out to our Prairie Farms vendor to see what's goin' on. We should be able to get some more product in to you within the next 3-5 business days.

CLOSING

Alright, Jennifer, just to summarize, I've created ticket MEI-24892 for the stock out of Prairie Farms products at your store. I'll be followin' up with the vendor to get some more product in to you ASAP. You should see some movement on this within the next week or so. Is there anything else I can help you with today?

No, that's all, Karen. Thanks for your help!

You're welcome, Jennifer. Have a great day, and happy New Year!