

Meijer Support Call Transcript — MEI-5914

Ticket ID:	MEI-5914	Priority:	Medium
Created:	2024-10-21 11:33:20	Status:	Closed
Store #:	308	Store:	Nagel Road, Avon
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	41.4613193, -81.9917421	Location Type:	Store

Transcript

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

OPENING

Health & Safety, this is Agent Thompson. How can I help you today?

Andrew Garcia: Hi Agent Thompson, this is Andrew Garcia, Team Lead at the Nagel Road store in Avon.

Agent Thompson: Hi Andrew, nice to talk to you. How's everything going at the store today?

Andrew Garcia: It's going alright, just a few issues we're working through. Thanks for asking.

PROBLEM DESCRIPTION

Andrew Garcia: So, I'm calling about an expired product issue we're having in our dairy department. We've got a bunch of yogurt that's past its expiration date and I'm not sure what to do with it.

Agent Thompson: Okay, can you tell me more about the yogurt? What's the expiration date and how much are we talking about?

Andrew Garcia: (background noise) Hold on just a sec, let me check... (pause) Alright, it's a bunch of Yoplait yogurt, expired on October 15th. We've got about 20 cases of it.

Agent Thompson: Okay, got it. And have you tried to remove it from the shelves already?

Andrew Garcia: Yeah, we've pulled it, but I'm not sure what to do with it now. We don't want to just throw it away, but we can't sell it either.

Agent Thompson: That's understandable. Can you confirm that there's no vendor involved in this issue?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Andrew, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-5914. I'm going to mark it as a medium priority since it's not an immediate food safety risk, but we still want to get it resolved ASAP.

Andrew Garcia: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you go ahead and dispose of the expired yogurt according to our standard procedures. I'll also send a notification to our inventory team to adjust our stock levels.

Andrew Garcia: Okay, that makes sense.

Agent Thompson: We should be able to get this resolved within the next 24-48 hours. I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Agent Thompson: Just to summarize, we're going to dispose of the expired yogurt and adjust our inventory levels. Your ticket number is MEI-5914, and I'll follow up with you tomorrow to check on the status.

Andrew Garcia: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Andrew. Have a great day and let me know if you have any other issues.

Andrew Garcia: You too, thanks again. Bye.

Agent Thompson: Bye, Andrew.