

Meijer Support Call Transcript — MEI-25860

Ticket ID:	MEI-25860	Priority:	Low
Created:	2025-07-16 20:49:24	Status:	Resolved
Store #:	64	Store:	Ann Arbor-Saline Road, Ann Arbor
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	42.2393841, -83.76596993870852	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?

Elizabeth Miller: Hi Agent Thompson, this is Elizabeth Miller, Shift Supervisor at the Ann Arbor-Saline Road store. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin'. What brings you to call us today, Elizabeth?

Elizabeth Miller: Just a quick issue I wanted to touch base with you about. We've got a bit of a situation here.

PROBLEM DESCRIPTION

Elizabeth Miller: So, we were doin' our daily inventory checks and we found some expired product on the shelves. Specifically, it's some of our dairy products that are past their expiration dates.

Agent Thompson: Okay, can you tell me more about that? What kind of dairy products are we talkin' about?

Elizabeth Miller: (background noise) Sorry about that, we've got a lot goin' on in the store right now. Okay, so it's some of our milk and yogurt products. They're all from different manufacturers, but they all have expiration dates that are past due.

Agent Thompson: Alright, got it. And have you pulled all of those products from the shelves already?

Elizabeth Miller: Not yet, we were waitin' to hear back from you guys on what to do next.

Agent Thompson: Okay, that makes sense. Can you give me an idea of how many products we're talkin' about?

Elizabeth Miller: (pause) Let's see... I'd say around 20-25 items.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Elizabeth, I'm gonna go ahead and create a ticket for this issue. That'll be ticket number MEI-25860. I'm gonna mark it as a low priority since it's not an immediate food safety risk, but we still want to get it taken care of ASAP.

Elizabeth Miller: Sounds good, thanks.

Agent Thompson: So, what I'd like you to do is go ahead and pull all of those expired products from the shelves and set 'em aside for now. We'll get someone out to take a look at 'em and figure out what to do next.

Elizabeth Miller: Alright, got it.

Agent Thompson: And just to give you a timeline, I'd say we'll have someone out to your store within the next 24-48 hours to take care of this.

****CLOSING****

Agent Thompson: So, just to summarize, you'll pull the expired products from the shelves and set 'em aside, and we'll have someone out to your store within the next 24-48 hours to take care of this. Your ticket number is MEI-25860, just in case you need to reference it.

Elizabeth Miller: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, Elizabeth. We appreciate you bringin' this to our attention. If you have any other issues, don't hesitate to give us a call.

Elizabeth Miller: Will do, thanks again.

Agent Thompson: You're welcome, have a great day!