

# Meijer Support Call Transcript — MEI-1055

Ticket ID:	MEI-1055	Priority:	Medium
Created:	2024-08-19 15:44:51	Status:	Resolved
Store #:	326	Store:	M-55, West Branch
Category:	Operational Issues	Type:	Customer Complaint
Coordinates:	44.274296, -84.274386	Location Type:	Store

## Transcript

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

**\*\*OPENING\*\***

Agent: Thank you for calling Store Operations, my name is Karen. How can I help you today?

Lisa Rodriguez: Hi Karen, this is Lisa Rodriguez, Team Lead at store 326, M-55 in West Branch. How's your day going?

Karen: It's going well, thanks for asking, Lisa. What brings you to call us today?

Lisa Rodriguez: Just a quick issue I need some help with, thanks for taking my call.

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

Lisa Rodriguez: So, we've had a customer complaint about our dairy section. Apparently, we were out of 2% milk for a few hours this morning, and the customer was pretty upset.

Karen: I'm sorry to hear that, Lisa. Can you tell me more about what happened? Was it just a stock issue or was there something else going on?

Lisa Rodriguez: (background noise) Oh, sorry about that, Karen. We're just getting ready for our afternoon rush. Anyway, yeah, it was just a stock issue. We had a truck come in late, and our dairy stocker didn't get a chance to restock the shelves until later this morning.

Karen: Okay, got it. And did the customer talk to anyone in the store about the issue, or did they just call us directly?

Lisa Rodriguez: They actually spoke with our customer service desk, and we offered them a raincheck, but they were still pretty unhappy.

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

Karen: Okay, Lisa, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-1055. I'm going to mark it as a medium priority, since it's already been resolved, but I want to make sure we follow up on it.

Lisa Rodriguez: Sounds good, thanks Karen.

Karen: So, just to confirm, you've already offered the customer a raincheck, and you've restocked the dairy section. Is there anything else we can do to prevent this from happening in the future?

Lisa Rodriguez: Well, actually, yeah. We could use some extra stock of 2% milk, just in case. Can we get an emergency shipment or something?

Karen: Let me check on that for you, Lisa. I'll go ahead and put in a request for an emergency shipment. You should see some extra stock within the next 24 hours.

**\*\*CLOSING\*\***

Karen: Alright, Lisa, just to summarize, I've created ticket MEI-1055 for the customer complaint, and I've put in a request for an emergency shipment of 2% milk. You should see some extra stock within the next 24 hours.

Lisa Rodriguez: Great, thanks Karen. I appreciate your help.

Karen: You're welcome, Lisa. If you have any other issues, don't hesitate to call us. The ticket number again is MEI-1055, and we'll follow up with you tomorrow to make sure everything is resolved.

Lisa Rodriguez: Sounds good, thanks again Karen.