

Meijer Support Call Transcript — MEI-22290

Ticket ID:	MEI-22290	Priority:	High
Created:	2024-05-06 09:42:26	Status:	In progress
Store #:	281	Store:	West Lane Rd, Machesney Park
Category:	Operational Issues	Type:	Training Need
Coordinates:	42.368333, -89.01144597708364	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 assist you today?

Caller: Hi Karen, this is Christopher Thomas, Grocery Manager at the West Lane Rd store in Machesney Park. How's your day going?

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

Caller: Just dealing with a bit of a training issue, so I thought I'd reach out for some help.

PROBLEM DESCRIPTION

Caller: We've got some new hires starting on the sales floor, and I'm realizing we need some additional training on our inventory management system. Specifically, they're having trouble with the perpetual inventory process.

Agent: Okay, got it. Can you tell me more about what's not working the way you'd like it to? Are they getting error messages or...?

Caller: (background noise of store announcements) Sorry, bear with me for a sec. Okay, so they're just not understanding how to properly receive and stock merchandise. We're using the same system we always have, but it seems like the training we've been providing isn't sticking.

Agent: I see. And have you tried using our online training modules or...?

Caller: (interrupted by a coworker in the background) Yeah, we've tried those, but I think we need something a bit more hands-on.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Chris, I'm going to go ahead and prioritize this issue for you. I've got your ticket number as MEI-22290. Given the high priority, I'd like to get someone out to your store ASAP to provide some additional training.

Caller: That would be great, thanks. How soon can we expect someone to arrive?

Agent: I'm looking at our schedules, and it's possible we can get someone out to you within the next 24-48 hours. In the meantime, I can provide you with some temporary workarounds to help with the inventory management.

Caller: That sounds good. What kind of workarounds were you thinking?

CLOSING

Agent: Okay, Chris, just to summarize, we're going to get someone out to your store to provide additional training on the inventory management system. In the meantime, I'll email you some temporary workarounds to help with the perpetual inventory process. Your ticket number is MEI-22290, and we'll follow up with you within the next 24 hours to check on progress.

Caller: Sounds good, thanks for your help, Karen.

Agent: You're welcome, Chris. Have a great day, and we'll talk to you soon.