

# Meijer Support Call Transcript — MEI-2105

Ticket ID:	MEI-2105	Priority:	Medium
Created:	2025-02-21 20:07:35	Status:	Resolved
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Inventory Management	Type:	Product Recall
Coordinates:	43.8259855, -83.00500495004522	Location Type:	Store

## Transcript

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

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

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

Elizabeth Jones: Hi, Agent Thompson. This is Elizabeth from the Pigeon Rd store in Bad Axe. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Elizabeth! What can I do for you and the team up in Bad Axe?

Elizabeth Jones: (background noise of store intercom) Sorry 'bout the noise, we're just gettin' ready for a sale. Anyway, I'm callin' about a product recall issue.

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

Elizabeth Jones: So, we just got word that Prairie Farms is recallin' some of their milk products due to contamination concerns. We need to get 'em off the shelves ASAP.

Agent Thompson: Okay, that's a pretty big deal. Can you tell me more about the specific products affected? Do you have the SKU numbers handy?

Elizabeth Jones: (pause to check) Yeah, it's the 2% and whole milk gallons, SKU numbers 12345 and 67890.

Agent Thompson: Alright, got it. And have you already started pullin' the products from the shelves?

Elizabeth Jones: (background noise of customers chatting) Not yet, we just got the notice and I wanted to touch base with you folks first to make sure we're doin' everything right.

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

Agent Thompson: Okay, Elizabeth, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-2105. I'll make sure to note that it's a product recall requiremin' assistance.

Elizabeth Jones: Sounds good, thanks.

Agent Thompson: Now, I want to make sure you get those products off the shelves right away. Can you confirm that you'll have your team start pullin' 'em immediately?

Elizabeth Jones: Absolutely, we'll get right on it.

Agent Thompson: Great. I'll also go ahead and notify our distribution team to stop any further shipments of the affected products. You should see some updates on this ticket within the next 24 hours.

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

Agent Thompson: Just to summarize, Elizabeth, you'll get the recalled products off the shelves and we'll take care of the rest on our end. Your ticket number is MEI-2105, and we'll keep you updated on any progress.

Elizabeth Jones: Sounds good, thanks for your help, Agent Thompson!

Agent Thompson: You're welcome, Elizabeth. We'll be in touch if we need any more info from you. Have a great day and thanks for callin' Merchandising Support!