

Meijer Support Call Transcript — MEI-1422

Ticket ID:	MEI-1422	Priority:	Low
Created:	2024-10-29 03:19:20	Status:	Resolved
Store #:	102	Store:	Wilmington Pike, Kettering
Category:	Inventory Management	Type:	Product Recall
Coordinates:	39.685494, -84.1325998756411	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?

Emily Martinez: Hi, Agent Thompson. This is Emily, the Grocery Manager at the Wilmington Pike store in Kettering.

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

Emily Martinez: It's going alright, just a little busy with the morning rush. But I did need to call about an issue we're having.

PROBLEM DESCRIPTION

Emily Martinez: We just got word of a product recall on some of our Kroger Brand items, and I'm not sure how to proceed with pulling them from the shelves.

Agent Thompson: Okay, can you tell me more about the recall? What specific items are affected?

Emily Martinez: (background noise of store announcements) Sorry about that. Okay, so it's the Kroger Brand ground beef, all lots and dates. We need to get it off the floor ASAP.

Agent Thompson: Alright, got it. And have you already started pulling the product, or is it still on the shelves?

Emily Martinez: We've started, but we're not sure if we've got all of it. That's why I'm calling for some guidance.

Agent Thompson: Okay, no problem. Can you hold for just a sec while I check on some info? (pause) Okay, I'm back. So, just to confirm, you've got the recall notice for the Kroger Brand ground beef, and you're looking for assistance on how to proceed?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily, I've got all the info I need. I'm going to go ahead and create a ticket for this, MEI-1422. We'll get our inventory team to assist you with pulling the remaining product and getting it off the floor.

Emily Martinez: That sounds great, thank you.

Agent Thompson: You're welcome. I'd say we can have everything resolved within the next 24 hours. We'll also send out a confirmation email to you once the ticket is updated.

Emily Martinez: Alright, that sounds good. What's the next step for us in the meantime?

Agent Thompson: Just keep pulling the product as you can, and our team will take care of the rest. We'll also send out a team to assist with the recall if needed.

CLOSING

Agent Thompson: Alright, Emily, just to summarize, we've got a ticket created, MEI-1422, and our team will be in touch to assist with the product recall. You should see everything resolved within the next 24 hours.

Emily Martinez: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Emily Martinez: You too, thanks again!