

Meijer Support Call Transcript — MEI-9865

Ticket ID:	MEI-9865	Priority:	Low
Created:	2024-11-11 19:24:39	Status:	In progress
Store #:	325	Store:	Fulton Drive, Canton
Category:	Inventory Management	Type:	Product Recall
Coordinates:	40.84613375000001, -81.44253246577912	Location Type:	Store

Transcript

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

****OPENING****

Merchandising Support, this is Karen. How can I help you today?
Emily Martin, Grocery Manager at the Fulton Drive store in Canton. Hi Karen, how's it going?
Oh, hi Emily! I'm doin' alright, thanks for askin'. How 'bout you? What brings you to call us today?

****PROBLEM DESCRIPTION****

We've got a bit of a situation here. We just got word of a product recall from Prairie Farms, and I'm not sure how to proceed. It's their 2% milk, and apparently, there's a contamination issue. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', we need to get this product off the shelves ASAP.
Okay, Emily, can you tell me more about the recall? What's the specific issue with the milk?
It's a potential listeria contamination. We've got a bunch of cases on the floor, and I'm worried about customer safety. (interrupted by a store page) Oh, sorry, just a minute... (pause) Okay, where was I? Ah yeah, the recall. So, Prairie Farms is involved, and I'm not sure what the next steps are.
Do you have the recall notice in front of you, Emily? Can you give me the specific details, like the batch numbers and whatnot?

****TROUBLESHOOTING/RESOLUTION****

Okay, Emily, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-9865. I'm gonna escalate this to our inventory team, and we'll get the ball rollin' on gettin' that product off the shelves. In the meantime, can you please pull all the affected cases and set 'em aside? We'll get a team out to pick 'em up ASAP.
How soon can we expect someone to arrive? We're talkin' about a pretty big quantity of milk here.
I'd say within the next 24 to 48 hours, we should have someone out to collect the product. I'll make sure to note the urgency on the ticket. You should receive an update from our team by the end of the day tomorrow.

****CLOSING****

Just to recap, Emily, we've got a ticket open, MEI-9865, and we're workin' on gettin' that product recalled ASAP. You'll hear back from us by tomorrow with an update on the pickup. If you have any further questions or concerns, don't hesitate to reach out. Thanks for callin' us, and we'll get this taken care of for ya!
Thanks, Karen. I appreciate it. Have a great day!
You too, Emily. Take care!