

Meijer Support Call Transcript — MEI-9161

Ticket ID:	MEI-9161	Priority:	High
Created:	2025-02-24 12:41:09	Status:	Resolved
Store #:	299	Store:	S Main St, West Bend
Category:	Inventory Management	Type:	Product Recall
Coordinates:	43.394006450000006, -88.18458126061913	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?

David White, Front End Supervisor at the S Main St store in West Bend. Hi, how's it going?

Oh, hi David! Nice to talk to you. How's everything going up in West Bend?

It's goin' alright, just a little busy with this recall issue.

PROBLEM DESCRIPTION

So, we've got a product recall on our hands, and I'm not sure how to proceed. It's a Kroger Brand item, and I think it's a pretty big deal. We've got a bunch of it on the shelves, and I don't want to sell any more of it till we figure out what's goin' on.

Can you tell me more about the recall, David? What's the specific item and what's the issue with it?

It's the Kroger Brand ground beef. Apparently, there's a risk of contamination. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the ground beef. We've got a bunch of it in stock, and I'm not sure what to do with it.

Do you have the recall notice in front of you, David? Can you give me the recall number or any other details?

Let me check... (pause) Yeah, it's recall number 2025-02. Says here that we need to pull all the affected product from the shelves immediately.

TROUBLESHOOTING/RESOLUTION

Okay, David, I'm gonna go ahead and create a ticket for this issue. This is gonna be ticket MEI-9161. I'm gonna mark it as high priority since it's a product recall. Can you please pull all the affected product from the shelves right away and hold it in a secure area until we can get further instructions from the vendor?

Yeah, that's what I was thinkin' we should do. How long do you think it'll take to get this resolved?

I'd say we're lookin' at a timeline of about 24 to 48 hours to get everything sorted out. I'll make sure to follow up with you tomorrow to check on the status. In the meantime, if you have any questions or concerns, don't hesitate to reach out.

CLOSING

Just to summarize, David, you're gonna pull all the affected Kroger Brand ground beef from the shelves and hold it in a secure area. I've created ticket MEI-9161 to track this issue, and I'll follow up with you tomorrow to check on the status. Is that correct?

That's right. Thanks for your help, Agent Thompson.

You're welcome, David. We'll get this taken care of ASAP. Your ticket number is MEI-9161, and I'll be in touch soon.
Have a great day!