

Meijer Support Call Transcript — MEI-20513

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| Ticket ID: | MEI-20513 | Priority: | Low |
| Created: | 2024-11-22 18:48:12 | Status: | In progress |
| Store #: | 141 | Store: | E. Markland Avenue, Kokomo |
| Category: | Inventory Management | Type: | Stock Out |
| Coordinates: | 40.47416595, -86.10090164463404 | 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?

Michael Jones, Department Manager at the E. Markland Avenue store in Kokomo. Hi, how's it going?

Oh, hi Michael! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not much, just a beautiful day in Indiana, but we're havin' some issues with our inventory.

****PROBLEM DESCRIPTION****

So, we're completely out of Faygo products, and I'm gettin' killed by customers lookin' for 'em. We normally carry a bunch of different flavors, but our shelves are bare. I've checked the stockroom, and we don't have any in reserve either. I think it's a problem with the vendor, Faygo, not deliverin' like they're supposed to.

Okay, let me just check on that real quick, Michael. (pause) Can you tell me when you first noticed the stock out?

Uh, I think it was yesterday afternoon. We had a bunch of customers comin' in lookin' for Faygo, and my team was tellin' me we were out. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we're out of all Faygo products.

That's a pretty big issue, especially with the holidays comin' up. Did you try contactin' Faygo directly to see what's goin' on with the deliveries?

****TROUBLESHOOTING/RESOLUTION****

Alright, Michael, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-20513, and I'm gonna escalate this to our inventory team to see what's goin' on with the Faygo deliveries. In the meantime, I can offer to have some product transferred from another store if possible. Would you like me to look into that?

Yeah, that'd be great, thanks. I'd appreciate it if we could get some product in here ASAP.

Okay, I'll go ahead and check on that. I'm thinkin' we can get some product to you within the next 24 to 48 hours, dependin' on the availability. I'll make sure to follow up with you tomorrow to give you an update.

****CLOSING****

Just to summarize, Michael, I've created ticket MEI-20513 for the stock out of Faygo products at your store. I'm gonna have our inventory team look into the issue, and I'll also check on transferin' some product from another store. Your ticket number is MEI-20513, and I'll be in touch tomorrow with an update. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Michael. Have a great day, and I'll talk to you soon!