

Meijer Support Call Transcript — MEI-23577

Ticket ID:	MEI-23577	Priority:	Low
Created:	2025-05-13 11:09:52	Status:	Open
Store #:	300	Store:	N Richmond Street, Appleton
Category:	Inventory Management	Type:	Product Recall
Coordinates:	44.30053915, -88.41896044518987	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 Davis: Hi Agent Thompson, this is Elizabeth Davis, Department Manager at the N Richmond Street store in Appleton.

Agent Thompson: Hi Elizabeth, nice to talk to you. How's everything going up in Appleton today?

Elizabeth Davis: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I need some help with.

PROBLEM DESCRIPTION

Elizabeth Davis: So, we just got word of a product recall on some Faygo products, and I'm not sure how to proceed. We've got a bunch of cases on the shelf, and I don't want to sell anything that's been recalled.

Agent Thompson: Okay, let me just check on that real quick. Can you tell me more about the recall? What specific products are affected?

Elizabeth Davis: (background noise) Oh, sorry about that. We've got a customer at the service desk. Okay, so it's the Faygo grape and orange flavors, 2-liter bottles.

Agent Thompson: Alright, got it. And have you pulled the product from the shelves yet?

Elizabeth Davis: Not yet, I was waiting to hear back from you guys on what to do.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, well, I'm going to go ahead and create a ticket for this issue. That'll be MEI-23577. I'm going to mark it as a low priority, but we'll still get it taken care of for you.

Elizabeth Davis: Sounds good, thanks.

Agent Thompson: So, in the meantime, can you please pull the affected product from the shelves and set it aside? We'll get a return merchandise authorization set up for you to send it back to Faygo.

Elizabeth Davis: Alright, that makes sense. How long do you think it'll take to get everything resolved?

Agent Thompson: We should be able to get everything taken care of within the next 3-5 business days.

CLOSING

Agent Thompson: Just to summarize, Elizabeth, you'll pull the affected Faygo product from the shelves, and we'll get a return merchandise authorization set up for you. Your ticket number is MEI-23577.

Elizabeth Davis: Got it, thanks for your help, Agent Thompson.

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

Elizabeth Davis: You too, thanks again!