

Meijer Support Call Transcript — MEI-5165

Ticket ID:	MEI-5165	Priority:	Low
Created:	2024-05-18 16:30:57	Status:	In progress
Store #:	119	Store:	W. Main Street, Kalamazoo
Category:	Inventory Management	Type:	Product Recall
Coordinates:	42.29869185, -85.67941206524739	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?

Jessica Davis: Hi, Agent Thompson. This is Jessica, the Produce Manager at the W. Main Street store in Kalamazoo. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I do for you, Jessica?

Jessica Davis: Just dealing with a bit of a situation here. We've got a product recall that's causin' some issues.

****PROBLEM DESCRIPTION****

Jessica Davis: So, we just got word that Dean Foods is recallin' some of their dairy products due to contamination concerns. We've got a bunch of affected items on our shelves, and I'm not sure how to proceed.

Agent Thompson: Okay, let me just grab a pen and paper real quick. Can you tell me more about the specific products that are affected?

Jessica Davis: (background noise) Hold on just a sec, Agent Thompson. (pause) Okay, sorry about that. We've got several types of milk, yogurt, and cheese that are all part of the recall.

Agent Thompson: Alright, got it. And have you already pulled the products from the shelves, or are they still out for sale?

Jessica Davis: We've started pullin' 'em, but we've still got some out there. I'm worried about customer safety, obviously.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Jessica, I'm gonna go ahead and take a look at this. I see we've already got a ticket created for this issue, MEI-5165. I'm gonna go ahead and update the status to reflect that we're workin' on it.

Jessica Davis: Okay, sounds good.

Agent Thompson: In the meantime, I recommend you go ahead and pull all the affected products from the shelves immediately. We'll get a plan in place for returnin' 'em to Dean Foods.

Jessica Davis: Alright, that makes sense.

Agent Thompson: I'm gonna shoot you an email with some more detailed instructions, but I'd say we're lookin' at a timeline of about 24-48 hours to get everything resolved.

****CLOSING****

Agent Thompson: Just to summarize, Jessica, we're gonna get all the affected products pulled from the shelves, and then we'll work on returnin' 'em to Dean Foods. Your ticket number is MEI-5165, and I'll make sure to keep an eye on it.

Jessica Davis: Sounds good, Agent Thompson. Thanks for your help.

Agent Thompson: You're welcome, Jessica. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and let's get this resolved for our customers.