

Meijer Support Call Transcript — MEI-23087

Ticket ID:	MEI-23087	Priority:	Medium
Created:	2024-08-27 19:31:53	Status:	In progress
Store #:	33	Store:	US 31 South, Traverse City
Category:	Operational Issues	Type:	Supply Request
Coordinates:	44.74342, -85.644644	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Jessica Jones, Store Manager at the US 31 South store in Traverse City. How's your day going?

Agent: It's going well, thanks for asking, Jessica. What brings you to call us today?

Caller: Just a quick issue I need some help with.

PROBLEM DESCRIPTION

Caller: We're running low on some essential supplies, and I was hoping to get a request in for a restock. Specifically, we're out of shelf labels and price guns.

Agent: Okay, can you tell me a little more about the shelf labels you're looking for? Are they the standard Meijer labels or something specific to your store?

Caller: (background noise of store announcements) Oh, sorry about that. Yeah, just the standard labels. We're also low on price gun ink and batteries.

Agent: Alright, got it. And when did you first notice you were running low on these supplies?

Caller: (interrupted by a coworker in the background) Sorry, just a minute... (back to the call) Okay, sorry about that. We've been getting low over the past week or so.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this supply request. That'll be ticket number MEI-23087. I'll make sure to prioritize it as medium priority.

Caller: Great, thank you. How soon can we expect the supplies to arrive?

Agent: We should be able to get those shipped out to you within the next 3-5 business days. In the meantime, I can offer some temporary solutions, like printing out temporary shelf labels or using alternative pricing methods.

Caller: That sounds good, thank you. I appreciate your help.

CLOSING

Agent: Just to summarize, I've created ticket MEI-23087 for your supply request, and we'll get those shipped out to you as soon as possible. You should receive an update within the next 24 hours.

Caller: Great, thank you, Karen. I appreciate your help.

Agent: You're welcome, Jessica. If you have any further issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again. Bye!