

Meijer Support Call Transcript — MEI-22419

Ticket ID:	MEI-22419	Priority:	High
Created:	2025-05-14 17:00:00	Status:	In progress
Store #:	302	Store:	US-41 West, Marquette
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	46.54825, -87.441458	Location Type:	Store

Transcript

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

OPENING

Health & Safety, this is Agent Thompson. How can I help you today?

Joshua Davis: Hi Agent Thompson, this is Josh Davis, Produce Manager at the US-41 West store in Marquette.

Agent Thompson: Hi Josh, nice to talk to you. How's everything going up in the U.P. today?

Joshua Davis: Oh, you know, just trying to get through the day. We've got a bit of an issue here.

PROBLEM DESCRIPTION

Joshua Davis: So, I've got some expired product on my hands. We've got a pallet of lettuce that's past its expiration date and I'm not sure what to do with it.

Agent Thompson: Okay, let me just check on that real quick. Can you tell me more about the product? What's the expiration date and how much are we talking about?

Joshua Davis: (background noise) Okay, hold on a sec... (pause) Alright, so it's a pallet of iceberg lettuce, expired yesterday. We've got about 20 cases of it.

Agent Thompson: Alright, got it. And just to confirm, there's no vendor involved in this issue, correct?

Joshua Davis: That's right. We just need to figure out how to get rid of it.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Josh, I'm going to go ahead and take a look at this. Since this is a high-priority issue, I want to make sure we get it resolved ASAP. I've got ticket MEI-22419 created for this issue.

Joshua Davis: Okay, great. What's the next step?

Agent Thompson: I'm going to recommend that you pull the product from the sales floor immediately and quarantine it. I'll also go ahead and notify our disposal team to come pick it up.

Joshua Davis: Sounds good. How soon can we expect them to arrive?

Agent Thompson: We should have someone there within the next 2-3 hours. I'll make sure to update the ticket with the expected timeline.

CLOSING

Agent Thompson: Just to summarize, Josh, we've got the product pulled and quarantined, and our disposal team will be there to pick it up within the next few hours. Your ticket number is MEI-22419, and I'll make sure to follow up with you to

ensure everything gets resolved.

Joshua Davis: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Josh. We appreciate your attention to this matter, and we'll get it taken care of.
Have a great day!