

Meijer Support Call Transcript — MEI-18501

Ticket ID:	MEI-18501	Priority:	High
Created:	2024-12-12 16:42:03	Status:	In progress
Store #:	45	Store:	East US Highway 223, Adrian
Category:	Inventory Management	Type:	Product Recall
Coordinates:	41.8769154, -84.035926	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?

Matthew Smith, Front End Supervisor at the East US Highway 223 store in Adrian. Hi, how's it going?

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

PROBLEM DESCRIPTION

We've got a bit of a situation here. We just got word of a product recall on some of our Meijer Brand items, and I'm not sure how to proceed. It's a high-priority recall, and I want to make sure we get it taken care of ASAP.

Okay, Matthew, can you tell me more about the recall? What specific items are affected?

Let me check... (background noise) Okay, it's our Meijer Brand frozen pizzas. We've got a bunch of 'em on the shelves, and I'm worried about customer safety.

I understand, Matthew. That does sound urgent. Can you confirm how many units you have in stock and if any have been sold recently?

Yeah, we've got about 50 units on the shelf, and I think we've sold a few in the past day or so. (pause) Oh, sorry, I've got a customer waitin'... (briefly puts caller on hold)

TROUBLESHOOTING/RESOLUTION

Okay, Matthew, I'm back. I've got all the info I need. I'm gonna go ahead and create a ticket for this, which will be MEI-18501. I'm gonna mark it as high priority, and we'll get our team on it right away.

We'll need to get those pizzas off the shelves ASAP. Can you please pull all the affected units and set 'em aside for now?

Yeah, I can do that. What's the next step?

We'll have a team member reach out to you within the next hour to discuss further action. We may need to do a full recall, and we'll need your help to get that done. I'd say we're lookin' at a timeline of about 2-3 hours to get everything resolved.

CLOSING

Just to summarize, Matthew, we've got a ticket created, and we'll have someone reach out to you soon. You'll pull the affected pizzas, and we'll go from there. Your ticket number is MEI-18501, okay?

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Matthew. We'll get this taken care of. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and stay warm out there in Adrian!