

Meijer Support Call Transcript — MEI-12054

Ticket ID:	MEI-12054	Priority:	Low
Created:	2024-12-24 21:01:46	Status:	In progress
Store #:	147	Store:	Tylersville Rd., West Chester
Category:	Inventory Management	Type:	Product Recall
Coordinates:	39.3573745, -84.37607673893447	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?

Christopher Thomas: Hi Agent Thompson, this is Chris Thomas, Shift Supervisor at the Tylersville Rd. store in West Chester.

Agent Thompson: Hi Chris, nice to talk to you. How's everything going at the store today?

Christopher Thomas: It's been a busy day, but we're managing. Just dealing with a little issue here.

PROBLEM DESCRIPTION

Christopher Thomas: We've got a product recall on our hands, and I'm not sure how to proceed. It's with Prairie Farms, and we need to pull all their 2% milk from the shelves.

Agent Thompson: Okay, can you tell me more about the recall? What's the reason for it?

Christopher Thomas: (background noise) Hold on just a sec... (pause) Sorry about that. Okay, so the reason for the recall is... (checks notes) ...possible contamination.

Agent Thompson: Alright, got it. And have you already started pulling the product from the shelves?

Christopher Thomas: Not yet, we just got the notice from Prairie Farms. We're trying to figure out the best way to handle it.

Agent Thompson: Okay, that makes sense. Can you confirm the SKU numbers of the affected products?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Chris, I've got all the info I need. I'm going to go ahead and update ticket MEI-12054. We'll get this recall processed ASAP.

Christopher Thomas: Great, thanks for your help.

Agent Thompson: No problem, happy to assist. In the meantime, please go ahead and pull all the affected product from the shelves and set it aside for return to Prairie Farms.

Christopher Thomas: Will do. What's the expected timeline for resolution?

Agent Thompson: We should have everything resolved within the next 24-48 hours. I'll make sure to follow up with you tomorrow to check on the status.

CLOSING

Agent Thompson: Just to summarize, Chris, we've got the recall in process, and you'll be pulling the affected product from the shelves. Your ticket number is MEI-12054, and I'll follow up with you tomorrow.

Christopher Thomas: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. Have a great day, and happy holidays!

Christopher Thomas: You too, thanks again!