

Meijer Support Call Transcript — MEI-24768

Ticket ID:	MEI-24768	Priority:	Medium
Created:	2024-10-14 02:44:49	Status:	Resolved
Store #:	133	Store:	E. US Highway 36, Avon
Category:	Inventory Management	Type:	Product Recall
Coordinates:	39.763278, -86.402411	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?

Daniel Williams, Front End Supervisor at store 133, E. US Highway 36, Avon. Hi, how's it going?

Oh, hi Daniel! Nice to talk to you. How's everything going at the Avon store?

Everything's goin' alright, just got a little issue I need some help with.

PROBLEM DESCRIPTION

So, we got a product recall notice from Vernors, and I'm not sure how to proceed. It's for their ginger ale, and apparently, there's a packaging issue. Can you help me out?

Okay, let me just check on that real quick. (pause) Okay, yeah, I see it. So, Vernors is recalling their ginger ale due to a packaging issue. How many cases do you have on hand, Daniel?

Uh, let me check... (background noise) Okay, we've got about 20 cases. (interrupted by a page over the store intercom) Sorry about that, just a minute... (back to the call) Sorry, where was I? Oh yeah, 20 cases.

That's okay, no worries. So, just to confirm, you've got 20 cases of Vernors ginger ale that are affected by this recall. Have you noticed any issues with the packaging yourself?

No, not yet, but I want to make sure we get this taken care of before it becomes a problem.

TROUBLESHOOTING/RESOLUTION

Okay, I'm going to go ahead and create a ticket for this, MEI-24768. I'll get our inventory team to look into it and get the recall process started. In the meantime, can you please pull all the affected product from the shelves and set it aside?

Yeah, that makes sense. I'll get my team on it right away. How long do you think it'll take to get this resolved?

I'd say within the next 24 to 48 hours, we should have everything taken care of. I'll make sure to follow up with you and keep you updated on the status.

CLOSING

Alright, Daniel, just to summarize, we've got a ticket created, MEI-24768, and we're going to get the recall process started. You'll pull the affected product from the shelves, and I'll follow up with you within the next 24 to 48 hours. Sound good?

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

You're welcome, Daniel. Have a great day, and we'll talk soon. Bye!