

Meijer Support Call Transcript — MEI-22327

Ticket ID:	MEI-22327	Priority:	Low
Created:	2024-08-29 15:24:38	Status:	Resolved
Store #:	335	Store:	N Court Street, Medina
Category:	Inventory Management	Type:	Product Recall
Coordinates:	41.15817245, -81.86632238484043	Location Type:	Store

Transcript

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

OPENING

Merchandising Support, this is Karen. How can I help you today?

Sarah Jones: Hi Karen, this is Sarah from the N Court Street store in Medina. How's your day going?

Karen: Oh, it's going well, thanks for askin'. What can I help you with, Sarah?

Sarah Jones: Just a quick issue, thanks for takin' my call.

PROBLEM DESCRIPTION

Sarah Jones: We've got a product recall on our hands, and I'm not sure how to proceed. It's with Prairie Farms, one of our dairy vendors.

Karen: Okay, which specific product is affected?

Sarah Jones: It's their 2% milk, half-gallon size. We've got a bunch of it on the shelves, and I'm worried about customer safety.

Karen: Alright, that's a concern. Can you tell me more about the recall notice you received? Was it an email or a call from the vendor?

Sarah Jones: (background noise) Oh, sorry about that, just a customer askin' a question. (back to the call) Yeah, it was an email from Prairie Farms, sayin' there's a potential contamination issue.

Karen: Okay, got it. And have you pulled the product from the shelves yet?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Sarah, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-22327. I'll make sure our inventory team is notified, and we'll get the product pulled ASAP.

Sarah Jones: Sounds good, thanks. How long do you think it'll take to get everything resolved?

Karen: We should be able to get the product removed from the shelves within the next 24 hours. I'll also reach out to Prairie Farms to confirm the recall details.

Karen: In the meantime, can you please make sure to quarantine the affected product, so it doesn't get sold to any customers?

Sarah Jones: Absolutely, we'll get that taken care of right away.

CLOSING

Karen: Alright, Sarah, just to summarize, we've got a ticket created, and we'll get the product pulled from the shelves within the next 24 hours. Your ticket number is MEI-22327, just in case you need to reference it.

Sarah Jones: Great, thanks for your help, Karen. I appreciate it.

Karen: You're welcome, Sarah. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shoppin' Meijer!