

Meijer Support Call Transcript — MEI-4030

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| Ticket ID: | MEI-4030 | Priority: | Low |
| Created: | 2024-10-21 18:31:00 | Status: | Closed |
| Store #: | 194 | Store: | E. Clinton Trl, Charlotte |
| Category: | Inventory Management | Type: | Damaged Goods |
| Coordinates: | 42.5554128, -84.81425788392872 | 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?

Emily White: Hi, Agent Thompson. This is Emily, the Produce Manager at the E. Clinton Trail store in Charlotte.

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

Emily White: It's going alright, just a little busy with the weekend rush. How about you?

PROBLEM DESCRIPTION

Emily White: So, I'm calling about an issue we're having with some damaged goods in our produce department. We received a shipment of Hudsonville Ice Cream yesterday and when we went to stock it, we noticed that several cases were damaged.

Agent Thompson: I'm sorry to hear that, Emily. Can you tell me more about the damage? Was it just cosmetic or was the product itself compromised?

Emily White: (background noise of store announcements) Sorry about that. Yeah, it looks like the cases were crushed during transit, so the ice cream is leaking out of the containers.

Agent Thompson: Okay, that sounds like a real problem. How many cases are we talking about?

Emily White: Let's see... (pause) I'd say about 10 cases are affected.

Agent Thompson: Alright, got it. And you've already checked with the receiving team to see if they noticed anything when the shipment came in?

Emily White: (interruption from a coworker in the background) Yeah, they didn't notice anything out of the ordinary.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily. I'm going to go ahead and create a ticket for this issue. That'll be MEI-4030. I'll also reach out to the Hudsonville Ice Cream vendor to see what we can do about getting those damaged cases replaced.

Emily White: That sounds great, thank you.

Agent Thompson: In the meantime, can you please set aside the damaged cases and make sure they're not sold to customers?

Emily White: Absolutely, we'll take care of that right away.

Agent Thompson: Great. I'd expect this issue to be resolved within the next 3-5 business days, depending on the vendor's response time.

CLOSING

Agent Thompson: Just to summarize, Emily, I've created ticket MEI-4030 for the damaged Hudsonville Ice Cream cases. We'll work with the vendor to get those replaced as soon as possible.

Emily White: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any further issues or concerns, don't hesitate to reach out. Have a great day and thanks for shopping Meijer!

Emily White: You too, thanks again!