

Meijer Support Call Transcript — MEI-18412

Ticket ID:	MEI-18412	Priority:	Medium
Created:	2024-09-02 08:10:19	Status:	Resolved
Store #:	218	Store:	N. Richmond Rd., McHenry
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	42.359932, -88.270884	Location Type:	Store

Transcript

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

OPENING

Health & Safety, this is Agent Thompson. How can I help you today?

Lisa Jones: Hi Agent Thompson, this is Lisa Jones, Grocery Manager at the N. Richmond Rd. store in McHenry.

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

Lisa Jones: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I need some help with.

PROBLEM DESCRIPTION

Lisa Jones: So, I was doing my daily walk-through and I noticed we've got some expired product on the shelves. Specifically, it's some yogurt that's past its "sell by" date.

Agent Thompson: Okay, can you tell me more about that? What's the exact product and how many units are affected?

Lisa Jones: (background noise) Sorry, bear with me for a sec... (pause) Okay, it's the Meijer brand yogurt, 6-ounce cups, and we've got about 20 units that are expired.

Agent Thompson: Alright, got it. And have you checked the inventory to see if we've got any more in the back that might be within the date range?

Lisa Jones: (interrupted by a store page) Sorry, just a minute... (pause) Okay, where was I? Oh yeah, inventory. We've checked and we don't have any more in stock.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Lisa, I'm going to go ahead and create a ticket for this issue. That'll be MEI-18412. I'm going to mark it as a medium priority since it's an expired product.

Lisa Jones: Sounds good, thanks.

Agent Thompson: In the meantime, can you please pull the expired product from the shelves and set it aside for disposal? We'll get a replacement shipment out to you as soon as possible.

Lisa Jones: Absolutely, I'll get that taken care of right away.

CLOSING

Agent Thompson: Alright, Lisa, just to summarize, we've got a ticket created for the expired yogurt and we'll get a replacement shipment out to you within the next 24-48 hours.

Lisa Jones: Great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Lisa. Your ticket number is MEI-18412, and we'll follow up with you if we need any more information. Have a great day!

Lisa Jones: You too, thanks again!