

Meijer Support Call Transcript — MEI-15106

Ticket ID:	MEI-15106	Priority:	Medium
Created:	2024-11-27 22:57:59	Status:	In progress
Store #:	223	Store:	Harrison Ave., Cincinnati
Category:	Inventory Management	Type:	Product Recall
Coordinates:	39.19466645, -84.65774293005995	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?

Jessica Rodriguez: Hi, Agent Thompson. This is Jessica, Store Manager at the Harrison Ave. store in Cincinnati. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Jessica! What can I help you with today?

Jessica Rodriguez: Just a little issue we're havin' with a product recall. Hope you can help us out.

PROBLEM DESCRIPTION

Jessica Rodriguez: So, we just got word that Faygo is recallin' some of their pop due to a packaging issue. We've got a bunch of it on our shelves and I'm not sure what to do with it.

Agent Thompson: Okay, let me just check on that real quick. (pause) Yeah, I see the recall notice. Which specific Faygo products are you carryin' that are affected?

Jessica Rodriguez: (background noise) Oh, sorry 'bout that. We've got the Faygo Cola, Diet Cola, and Root Beer. (pause) I think that's all of 'em.

Agent Thompson: Alright, got it. And have you already pulled the product from the shelves or is it still out for sale?

Jessica Rodriguez: We just started pullin' it, but we've still got some out. I'm worried we might have already sold some of the affected product.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-15106. I'll make sure to note that it's a medium priority.

Jessica Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you pull all the affected Faygo product from the shelves and set it aside. We'll get a return merchandise authorization set up with Faygo and get it taken care of.

Jessica Rodriguez: Alright, that makes sense.

Agent Thompson: I'll also go ahead and send you an email with the recall details and instructions on how to proceed. You should see that within the next hour or so.

CLOSING

Agent Thompson: Just to summarize, we've got a ticket open for the Faygo product recall, MEI-15106. You'll pull the affected product and we'll get the return process started with Faygo.

Jessica Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, Jessica. If you have any other questions or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Jessica Rodriguez: Appreciate it. Have a great day!