

Meijer Support Call Transcript — MEI-14140

Ticket ID:	MEI-14140	Priority:	Low
Created:	2025-03-29 11:46:38	Status:	Resolved
Store #:	168	Store:	Alexandria Pike, Cold Spring
Category:	Inventory Management	Type:	Product Recall
Coordinates:	38.9973021, -84.4215932343566	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?

Elizabeth Williams, Produce Manager at the Alexandria Pike store in Cold Spring. Hi, how's your day going?

Oh, it's going alright, thanks for askin'. We're just dealin' with a bit of a situation here. How 'bout you?

Not too bad, just trying to get through these calls. What seems to be the issue at your store, Elizabeth?

PROBLEM DESCRIPTION

We've got a product recall on our hands, and I'm not sure how to proceed. It's a Meijer Brand item, and I think it's related to some bad lettuce we received. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', we need to get this taken care of ASAP.

Can you tell me more about the recall, Elizabeth? What's the specific item and what's the issue with it?

It's our Meijer Brand Romaine Lettuce, and apparently, there's a risk of contamination. We've already had a few customers ask about it, so I want to make sure we're handlein' it right.

Okay, got it. And have you pulled the product from the shelves already?

Not yet, I was waitin' to hear back from you all on the best course of action. (interrupted by a coworker in the background) Oh, sorry, just a minute... (pause) Okay, sorry about that.

TROUBLESHOOTING/RESOLUTION

Alright, Elizabeth, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-14140. I'm gonna mark it as a low priority since it's already been reported, but we'll still get it taken care of for you. Can you please pull the affected product from the shelves and set it aside for now?

Okay, that sounds good. How long do you think it'll take to get this resolved?

I'd say we're lookin' at about 24-48 hours, dependin' on how quickly we can get the replacement product shipped out. In the meantime, you can offer a substitute item to customers or provide a refund if they've already purchased the affected product.

Okay, that makes sense. What about signage? Should we put up any notices for customers?

Yeah, that's a good idea. You can use our standard recall signage, and I can email you a template if you need it.

CLOSING

Just to summarize, Elizabeth, you'll pull the affected product, set it aside, and we'll get a replacement shipment out to you within the next 24-48 hours. Your ticket number is MEI-14140, and I'll make sure to follow up with you tomorrow to check on the status.

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

You're welcome, Elizabeth. Have a great day, and don't hesitate to reach out if you have any other questions or concerns.