

Meijer Support Call Transcript — MEI-19531

Ticket ID:	MEI-19531	Priority:	High
Created:	2025-05-19 11:03:58	Status:	Closed
Store #:	230	Store:	Mercantile Blvd., Noblesville
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	40.0352262, -85.9913279	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?

Andrew Harris, Grocery Manager at the Mercantile Blvd. store in Noblesville. Hi, how's your day going?

It's going well, thanks for asking, Andrew. What brings you to call us today?

Just dealing with a bit of an issue here, so I appreciate your help.

PROBLEM DESCRIPTION

We've got a situation with some expired product on our shelves. I've got a few cases of yogurt that are past their expiration date, and I'm not sure how they slipped through the cracks.

Can you tell me more about the yogurt, Andrew? What's the brand and the expiration date?

It's our Meijer brand yogurt, and they expired on May 10th. I've got about 20 units that need to be pulled.

Okay, got it. And have you checked the rest of your dairy section to see if there's any other expired product?

(interruption) Hold on just a sec, Agent Thompson... (background noise) Sorry about that, just had to deal with a customer. Where was I? Ah yes, the dairy section. We've checked it, and it's just this one batch of yogurt that's the issue.

No vendor involved, correct?

That's right, just our in-house brand.

TROUBLESHOOTING/RESOLUTION

Okay, Andrew, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-19531. I'm going to mark it as high priority since it's a food safety issue.

I appreciate that, Agent Thompson. We need to get this resolved ASAP.

Absolutely, Andrew. I recommend that you pull the expired yogurt from the shelves immediately and quarantine it until we can get it picked up.

How soon can we expect someone to come and collect the expired product?

I'm going to go ahead and schedule a pickup for today, so you should see someone within the next few hours.

CLOSING

Just to summarize, Andrew, you'll pull the expired yogurt from the shelves and quarantine it, and we'll have someone come to collect it today.

That's right, Agent Thompson. Thanks for your help.

You're welcome, Andrew. Your ticket number is MEI-19531, and we'll follow up with you to make sure everything gets resolved. Is there anything else I can help you with today?

No, that's all. Thanks again for your help, Agent Thompson.

You're welcome, Andrew. Have a great day, and we'll talk to you soon.