

Meijer Support Call Transcript — MEI-9707

Ticket ID:	MEI-9707	Priority:	Low
Created:	2024-09-26 09:19:14	Status:	Open
Store #:	227	Store:	Highland Rd., White Lake
Category:	Operational Issues	Type:	Customer Complaint
Coordinates:	42.651742299999995, -83.53157792911416	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Michelle Rodriguez: Hi Karen, this is Michelle Rodriguez, Shift Supervisor at the Highland Rd. store in White Lake.

Karen: Hi Michelle, nice to talk to you. How's your day going so far?

Michelle Rodriguez: It's going, just dealing with a few issues. We're short-staffed today, so it's a bit chaotic.

PROBLEM DESCRIPTION

Michelle Rodriguez: So, I've got a customer complaint that I need some help with. We had a customer come in and they're upset because we were out of stock on the Meijer brand organic chicken breasts.

Karen: Okay, I'm sorry to hear that. Can you tell me more about what happened?

Michelle Rodriguez: (background noise) Yeah, so the customer was looking for the organic chicken breasts, and we were supposed to have a shipment come in yesterday, but it didn't show up. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on a call.

Karen: No worries, Michelle. So, just to clarify, the customer is upset because you were out of stock on the organic chicken breasts, and you were expecting a shipment yesterday?

Michelle Rodriguez: That's right. And to make matters worse, our inventory system is showing that we have some in stock, but when we went to pull them, they weren't there.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, I understand. I'm going to go ahead and take a look at this. (pause) Okay, I've created a ticket for this issue, MEI-9707. I'm going to go ahead and escalate this to our inventory team to see what happened with the shipment.

Michelle Rodriguez: Okay, that sounds great. Do you have any idea when we might get the shipment in?

Karen: Let me check on that. (pause) Okay, it looks like the shipment is scheduled to arrive tomorrow morning. In the meantime, I can offer to transfer some stock from another store if you'd like.

Michelle Rodriguez: That would be great, thank you.

CLOSING

Karen: Alright, Michelle, just to summarize, I've created ticket MEI-9707 for the out-of-stock issue on the organic chicken breasts. I've escalated this to our inventory team, and we're going to look into getting some stock transferred from another store. You should hear back from us within the next 24 hours.

Michelle Rodriguez: Sounds great, thank you for your help, Karen.

Karen: You're welcome, Michelle. If you have any other issues, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Michelle Rodriguez: You too, thanks again.