

Meijer Support Call Transcript — MEI-11083

Ticket ID:	MEI-11083	Priority:	Medium
Created:	2025-06-24 22:37:26	Status:	Open
Store #:	186	Store:	US52 (Sagamore Pky), West Lafayette
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	40.467414000000005, -86.96550535	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?

Joshua Thomas: Hi Agent Thompson, this is Josh Thomas, Front End Supervisor at the US52 store in West Lafayette.

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

Joshua Thomas: It's going alright, just dealing with a little issue. Thanks for answering.

PROBLEM DESCRIPTION

Joshua Thomas: So, we've got a problem with some expired product on our shelves. We've got a bunch of yogurt that's past its expiration date and I'm not sure what to do with it.

Agent Thompson: Okay, can you tell me more about the yogurt? What's the expiration date and how much of it do you have?

Joshua Thomas: Let me check... (background noise) Okay, it's a bunch of Yoplait yogurt, expired on June 15th. We've got about 20 cases of it.

Agent Thompson: Alright, and have you tried to remove it from the shelves yet?

Joshua Thomas: Not yet, I wanted to check with you guys first to see what the protocol is. (pause) Oh, sorry, can you hold on for just a sec? (brief hold) Okay, sorry about that.

Agent Thompson: No problem, Josh. So, just to confirm, you've got 20 cases of expired Yoplait yogurt and you're looking for guidance on what to do with it?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Josh, I'm going to go ahead and reference the ticket you've got open, MEI-11083. I'm going to recommend that you pull all of that yogurt from the shelves immediately and set it aside for disposal.

Joshua Thomas: Alright, that sounds good. What's the process for disposing of it?

Agent Thompson: We'll need to get it picked up by our waste management team. I'll go ahead and schedule a pickup for tomorrow. In the meantime, can you please make sure it's stored in a secure area to prevent any further sales?

Joshua Thomas: Absolutely, we'll get that taken care of right away.

CLOSING

Agent Thompson: Alright, Josh, just to summarize, we've got a plan in place to dispose of the expired yogurt. Your ticket number is MEI-11083, and I'll make sure to follow up with you tomorrow to confirm that the pickup was successful.

Joshua Thomas: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Josh. Have a great day and thanks for keeping our store safe and compliant!