

Meijer Support Call Transcript — MEI-22891

Ticket ID:	MEI-22891	Priority:	Low
Created:	2025-04-24 18:19:01	Status:	Resolved
Store #:	279	Store:	Caberfae Hwy, Manistee
Category:	Operational Issues	Type:	Customer Complaint
Coordinates:	44.26682325, -86.2952875749472	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?

Amanda Martin: Hi Karen, this is Amanda Martin, Assistant Manager at the Caberfae Hwy store in Manistee.

Agent: Hi Amanda, nice to talk to you. How's everything going up in Manistee today?

Amanda Martin: Oh, you know, just trying to get through the day. We've got a bit of a situation on our hands.

PROBLEM DESCRIPTION

Amanda Martin: So, we've had a customer complaint about our meat department. Apparently, they purchased some ground beef that was past its expiration date.

Agent: I'm so sorry to hear that, Amanda. Can you tell me more about what happened?

Amanda Martin: Yeah, the customer said they bought it yesterday and didn't notice the date until they got home. We've had some issues with our inventory management system lately... (background noise) ...sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, we've had some issues with our system, and I think this might be related.

Agent: Okay, no problem. So, just to clarify, the customer purchased the ground beef at the Caberfae Hwy store, and it was past its expiration date. Have you spoken with the customer directly?

Amanda Martin: Yes, I have. They're pretty upset, understandably. I've offered them a refund and a discount on their next purchase, but I wanted to reach out to you guys to see if we can get to the bottom of this.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Amanda, I'm going to go ahead and create a ticket for this issue. That'll be MEI-22891. I'm going to mark it as a low priority, but I'll make sure to get it looked at ASAP.

Amanda Martin: Sounds good, thanks Karen.

Agent: In the meantime, can you please double-check your inventory management system to make sure this doesn't happen again? Maybe do a quick audit of your meat department to ensure everything is up to date?

Amanda Martin: Absolutely, we'll get right on that.

Agent: Great. I'm expecting this to be resolved within the next 24-48 hours. I'll have someone from our team follow up with you to ensure everything is taken care of.

****CLOSING****

Agent: Just to summarize, Amanda, we've created ticket MEI-22891 for the customer complaint about the expired ground beef. You'll be doing an audit of your meat department, and we'll follow up with you within the next 24-48 hours.

Amanda Martin: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Amanda. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Amanda Martin: You too, thanks again. Bye!