

Meijer Support Call Transcript — MEI-1739

Ticket ID:	MEI-1739	Priority:	Low
Created:	2024-05-09 14:48:34	Status:	Closed
Store #:	107	Store:	Colonel Glenn Hwy, Fairborn
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	39.77747345, -84.07364279472327	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?

Daniel Harris: Hi Agent Thompson, this is Daniel Harris, Store Manager at the Colonel Glenn Hwy store in Fairborn.

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

Daniel Harris: Oh, you know, just trying to get through the day. We've got a bit of an issue I need some help with.

PROBLEM DESCRIPTION

Daniel Harris: So, we've got some expired product on the shelves that I need some assistance with. It's a bunch of yogurt that's past its sell-by date.

Agent Thompson: Okay, can you tell me more about that? What's the specific product and how much of it are we talkin' about?

Daniel Harris: (background noise of store announcements) Sorry about that. It's the Meijer brand yogurt, and we've got about 20 cases of it that are expired.

Agent Thompson: Alright, got it. And have you tried to remove it from the shelves already?

Daniel Harris: Yeah, we've started to, but we're not sure what to do with it all. We don't want to just throw it away, but we can't sell it either.

Agent Thompson: That makes sense. Can you tell me when you first noticed the expired product?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Daniel, I'm gonna go ahead and create a ticket for this issue. It'll be MEI-1739. I'm gonna mark it as a low priority since it's not an immediate food safety risk.

Daniel Harris: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you go ahead and pull the rest of the expired yogurt from the shelves and set it aside. We can work on getting it donated or properly disposed of.

Daniel Harris: Alright, that sounds like a plan.

Agent Thompson: I'll also go ahead and send an email to our dairy team to see if they can provide any additional guidance. You should hear back from them within the next 24 hours.

CLOSING

Agent Thompson: Just to summarize, Daniel, we're gonna go ahead and pull the expired yogurt from the shelves, and our dairy team will follow up with you within the next 24 hours to discuss further.

Daniel Harris: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Daniel. Your ticket number is MEI-1739, and we'll keep an eye on it. If you have any other issues, don't hesitate to reach out.

Daniel Harris: Will do, thanks again.

Agent Thompson: You're welcome, have a great day!