

Meijer Support Call Transcript — MEI-12985

Ticket ID:	MEI-12985	Priority:	Medium
Created:	2024-12-07 12:21:12	Status:	Closed
Store #:	242	Store:	26 Mile Rd., Lenox
Category:	Inventory Management	Type:	Overstock
Coordinates:	42.7225779, -82.74122651193888	Location Type:	Store

Transcript

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

OPENING

Merchandising Support, this is Agent Thompson. How can I help you today?

Robert Brown: Hi Agent Thompson, this is Robert Brown, Front End Supervisor at the 26 Mile Rd. store in Lenox.

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

Robert Brown: It's going alright, just a little busy with the holiday rush. How about you?

PROBLEM DESCRIPTION

Robert Brown: So, I'm calling about an overstock issue we're having with Prairie Farms dairy products. We've got a bunch of extra cases of milk and yogurt that we can't seem to move.

Agent Thompson: Okay, can you tell me a little more about that? How many cases are we talking about?

Robert Brown: Let's see... (background noise of store announcements) ...I think it's around 20 cases of 2% milk and 15 cases of yogurt. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on the phone.

Agent Thompson: No worries, Robert. So, just to clarify, you've got about 35 cases of Prairie Farms products that you need help with. Have you tried reaching out to the vendor directly?

Robert Brown: Yeah, I've tried calling them, but they're not returning my calls. That's why I'm calling you guys for help.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Robert, I'm going to go ahead and create a ticket for this issue. That'll be MEI-12985. I'm going to mark it as a medium priority since it's not critical, but we still want to get it resolved for you.

Robert Brown: Sounds good, thanks.

Agent Thompson: Okay, so in the meantime, can you please make sure those extra cases are stored properly and not taking up too much floor space? We don't want any safety hazards or obstacles for customers.

Robert Brown: Absolutely, we'll get that taken care of right away.

Agent Thompson: Great. I'm going to go ahead and reach out to the Prairie Farms team to see what we can do about getting those extra cases picked up or redistributed. You should hear back from us within the next 24 to 48 hours with a resolution.

CLOSING

Agent Thompson: Just to summarize, Robert, we've got a ticket open for the overstock issue with Prairie Farms at your store. I'll make sure to follow up with the vendor and get back to you with a resolution. Your ticket number is MEI-12985.

Robert Brown: Alright, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Robert. Have a great day and happy holidays! We'll talk to you soon.