

Meijer Support Call Transcript — MEI-1977

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| Ticket ID: | MEI-1977 | Priority: | High |
| Created: | 2025-01-10 00:56:34 | Status: | Closed |
| Store #: | 193 | Store: | W. US Hwy 10, Ludington |
| Category: | Inventory Management | Type: | Overstock |
| Coordinates: | 43.95568047334998, -86.40510999294389 | 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?

Jennifer Harris, Produce Manager at the W. US Hwy 10 store in Ludington. Hi, how's your day going so far?

Oh, it's going alright, thanks for askin'. We're just dealin' with a bit of an issue here. How 'bout you?

Not too bad, just trying to get through these calls. What seems to be the problem at your store, Jennifer?

PROBLEM DESCRIPTION

We've got a pretty significant overstock situation on our hands, specifically with Dean Foods products. We're talkin' excess milk, yogurt, and cheese. I'm lookin' at the inventory report, and it says we've got over 200 cases of 2% milk alone.

That's a lot of milk. Can you tell me more about how this happened? Was there a miscommunication with the vendor or... (background noise of a store intercom) ...sorry, go ahead.

No worries, just our morning announcements. Anyway, I think it was just a mistake on our end. We must've over-ordered or something. But now we're stuck with all this product and I'm worried it's gonna go bad before we can sell it.

Okay, got it. So, you're lookin' for some assistance with gettin' this overstock cleared out? Have you tried reachin' out to Dean Foods directly?

Yeah, I've tried callin' 'em, but they're not returnin' my calls. That's why I'm callin' you guys for help.

TROUBLESHOOTING/RESOLUTION

Alright, Jennifer, I'm gonna go ahead and take a look at this. Given the priority of this issue, I'm gonna escalate it and see what we can do to get this resolved ASAP. I've created ticket MEI-1977 for you, and I'll make sure to get our inventory team on it right away.

Okay, sounds good. What's the plan of action, then?

Well, first, I'm gonna go ahead and reach out to Dean Foods on your behalf, see if we can get some assistance with returnin' or redistributin' this product. In the meantime, I recommend you start movin' some of this product to the sales floor, see if you can clear out some space. We can also discuss possible markdowns or promotions to help move the product faster.

Okay, that makes sense. How long do you think it'll take to get this resolved?

I'd say we're lookin' at a 24- to 48-hour turnaround time, dependin' on how quickly we can get in touch with Dean Foods and get the ball rollin'.

****CLOSING****

Alright, Jennifer, just to summarize, we're gonna work on gettin' in touch with Dean Foods, and in the meantime, you'll start movin' some of this product to the sales floor. Your ticket number is MEI-1977, and I'll make sure to follow up with you tomorrow to check on the status.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Jennifer. We'll get this taken care of for you. Have a great day, and we'll talk to you soon.