

Meijer Support Call Transcript — MEI-16345

Ticket ID:	MEI-16345	Priority:	High
Created:	2025-05-17 02:19:57	Status:	In progress
Store #:	131	Store:	E. Washington Street, Indianapolis
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	39.77418495, -85.96376194596259	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?

Christopher Moore: Hi Agent Thompson, this is Chris Moore, Grocery Manager at the E. Washington Street store in Indianapolis. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Chris. What can I help you with today?

Christopher Moore: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Christopher Moore: We've got an issue with some expired product on our shelves. I was doing a walk-through this morning and noticed we've got some yogurt that's past its expiration date. I'm talking about the Meijer brand, 6-ounce cups.

Agent Thompson: Okay, Chris, can you tell me more about the expiration dates you're seeing? Are they just a day or two past or...?

Christopher Moore: (background noise of store announcements) Sorry about that, Agent Thompson. Yeah, they're about a week past expiration. I've got a few cases of it, and I'm concerned about customer safety.

Agent Thompson: I understand your concern, Chris. Have you checked the inventory management system to see if there's a reason why these products weren't rotated out?

Christopher Moore: (pause) Yeah, I did check, and it looks like there was a miscommunication between our receiving team and the stockers.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Chris, I'm going to go ahead and prioritize this issue as High, since it's a food safety concern. I've already created ticket MEI-16345 for you. Can you please remove the expired product from the shelves immediately and quarantine it in the back room?

Christopher Moore: Absolutely, I'll get that taken care of right away.

Agent Thompson: Great, Chris. I'm going to escalate this issue to our quality assurance team to review our inventory management processes. We should have a resolution within the next 24 to 48 hours.

Christopher Moore: Sounds good, thanks for your help, Agent Thompson.

CLOSING

Agent Thompson: Just to summarize, Chris, you'll remove the expired product from the shelves and quarantine it, and we'll follow up with you within the next 24 to 48 hours to ensure the issue is resolved. Your ticket number is MEI-16345.

Christopher Moore: Got it, thanks again for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. Have a great day, and we'll talk to you soon.

Christopher Moore: You too, thanks. Bye.