

Meijer Support Call Transcript — MEI-17121

Ticket ID:	MEI-17121	Priority:	High
Created:	2024-10-04 02:13:12	Status:	Resolved
Store #:	177	Store:	26 Mile Road, Washington
Category:	Inventory Management	Type:	Product Recall
Coordinates:	42.716320249999995, -83.03220136083127	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?

David White: Hi, Agent Thompson. This is David White, Front End Supervisor at the 26 Mile Road store in Washington.

Agent Thompson: Hi David, nice to talk to you. How's everything going up there in Macomb County?

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

PROBLEM DESCRIPTION

David White: So, we just got word of a product recall from Dean Foods, and we're not sure how to proceed. It's affecting a bunch of our dairy products.

Agent Thompson: Okay, can you tell me more about the recall? What specific products are affected?

David White: (background noise) Hold on just a sec, Agent Thompson... (pause) Okay, sorry about that. So, it's mostly their milk and yogurt products. We've got a lot of those on the shelves.

Agent Thompson: Alright, got it. And have you guys already started pulling the products, or are you waiting for further instruction?

David White: We've started pulling them, but we're not sure if we're doing it right. We don't want to mess up the inventory.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, David, I'm going to go ahead and create a ticket for this. It'll be MEI-17121. I'm going to mark it as high priority since it's a product recall.

David White: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you guys continue to pull the affected products and set them aside. We'll get someone out to help you with the inventory adjustment ASAP.

David White: Alright, that sounds like a plan.

Agent Thompson: I'm estimating we'll have someone out to you within the next 24 hours. We'll also follow up with Dean Foods to get more information on the recall.

CLOSING

Agent Thompson: Just to summarize, David, we've got a ticket created, and we'll have someone out to help you with the inventory adjustment within the next 24 hours.

David White: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. Your ticket number is MEI-17121, just in case you need to reference it. We'll follow up with you soon.

David White: Appreciate it. Have a good day.

Agent Thompson: You too, David. Bye for now.