

Meijer Support Call Transcript — MEI-23825

Ticket ID:	MEI-23825	Priority:	Medium
Created:	2025-02-13 17:25:02	Status:	Closed
Store #:	108	Store:	Eastman Avenue, Midland
Category:	Operational Issues	Type:	Customer Complaint
Coordinates:	43.663221, -84.243209	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Ashley Rodriguez, Store Manager at the Eastman Avenue store in Midland. How's your day going so far?

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

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

PROBLEM DESCRIPTION

Caller: So, we've had a customer complaint about our meat department. Apparently, they purchased some ground beef that was past its expiration date. I've spoken with the customer and they're pretty upset.

Agent: I'm so sorry to hear that, Ashley. Can you tell me more about what happened? Did the customer bring the product back to the store?

Caller: Yeah, they did. And we've checked our inventory, but it looks like we might have had a mislabeling issue. (background noise) Oh, sorry about that, I'm in the store right now and it's a bit chaotic.

Agent: No worries, Ashley. So, just to clarify, the customer purchased ground beef that was past its expiration date, and you think it might have been a mislabeling issue?

Caller: That's right. We're looking into it, but I wanted to reach out to see if there's anything we can do to prevent this in the future.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Ashley, I'm going to go ahead and create a ticket for this issue. That'll be MEI-23825. I'm going to mark it as a medium priority since it's a customer complaint, but it's not a high-priority issue like a food safety concern.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review your meat department's labeling procedures to make sure everything is accurate. We can also send someone out to re-train your staff if needed.

Caller: That would be great, thanks. What's the timeline looking like for getting this resolved?

Agent: I'd say we can have someone out to your store within the next 3-5 business days to review your procedures and provide any necessary training.

****CLOSING****

Agent: Just to summarize, Ashley, I've created ticket MEI-23825 for the customer complaint about the expired ground beef. We'll have someone out to your store within the next 3-5 business days to review your labeling procedures and provide any necessary training.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Ashley. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.