

Meijer Support Call Transcript — MEI-12529

Ticket ID:	MEI-12529	Priority:	High
Created:	2025-05-27 12:19:06	Status:	Closed
Store #:	239	Store:	Route 34, Oswego
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	41.699449, -88.31067	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?

Sarah Anderson: Hi Agent Thompson, this is Sarah from the Route 34 store in Oswego. Nice to talk to you.

Agent Thompson: Nice to talk to you too, Sarah. How's everything going at the store today?

Sarah Anderson: It's busy, but we're managing. Just dealing with a little issue that I need some help with.

PROBLEM DESCRIPTION

Sarah Anderson: So, we've got an expired product on our shelves that I need some assistance with. It's a dairy item, and it's past its expiration date. I've already pulled it from the sales floor, but I'm not sure what to do with it next.

Agent Thompson: Okay, can you tell me more about the product? What's the specific item and how many units do you have?

Sarah Anderson: It's our Meijer brand 2% milk, and we've got about 20 gallons of it. (background noise) Oh, sorry about that, I've got a customer asking me a question. (pause) Anyway, like I said, it's past its expiration date, and I'm not sure if we can donate it or what.

Agent Thompson: Alright, no problem. So, just to clarify, you've got 20 gallons of expired 2% milk, and you're looking for guidance on how to handle it?

Sarah Anderson: That's right. And I've already checked with our store manager, but we're not sure what the protocol is for this situation.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-12529. I'm going to mark it as high priority since it's an expired product. Can you please hold for just a second while I check on our procedures for handling expired dairy products? (pause) Alright, I'm back. It looks like we'll need to dispose of the product, and I'll send you an email with the instructions. We'll also need to do a report to ensure that this doesn't happen again in the future.

Sarah Anderson: Okay, that sounds good. How long will it take to get the instructions?

Agent Thompson: You should receive the email within the next hour. And if you have any questions or concerns, please don't hesitate to reach out to me directly. We'll get this resolved as soon as possible.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-12529 for the expired 2% milk, and I'll be sending you an email with instructions on how to dispose of it. If you have any further questions, please give me a call.

Sarah Anderson: Sounds good, thank you for your help, Agent Thompson.

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

Sarah Anderson: You too, thanks again. Bye.

Agent Thompson: Bye.