

# Meijer Support Call Transcript — MEI-15106

Ticket ID:	MEI-15106	Priority:	Medium
Created:	2024-11-27 22:57:59	Status:	In progress
Store #:	223	Store:	Harrison Ave., Cincinnati
Category:	Inventory Management	Type:	Product Recall
Coordinates:	39.19466645, -84.65774293005995	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?

Jessica Rodriguez: Hi, Agent Thompson. This is Jessica, Store Manager at the Harrison Ave. store in Cincinnati. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Jessica! What can I help you with today?

Jessica Rodriguez: Just a little issue we're havin' with a product recall. Hope you can help us out.

### \*\*PROBLEM DESCRIPTION\*\*

Jessica Rodriguez: So, we just got word that Faygo is recallin' some of their pop due to a packaging issue. We've got a bunch of it on our shelves and I'm not sure what to do with it.

Agent Thompson: Okay, let me just check on that real quick. (pause) Yeah, I see the recall notice. Which specific Faygo products are you carryin' that are affected?

Jessica Rodriguez: (background noise) Oh, sorry 'bout that. We've got the Faygo Cola, Diet Cola, and Root Beer. (pause) I think that's all of 'em.

Agent Thompson: Alright, got it. And have you already pulled the product from the shelves or is it still out for sale?

Jessica Rodriguez: We just started pullin' it, but we've still got some out. I'm worried we might have already sold some of the affected product.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Jessica, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-15106. I'll make sure to note that it's a medium priority.

Jessica Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you pull all the affected Faygo product from the shelves and set it aside. We'll get a return merchandise authorization set up with Faygo and get it taken care of.

Jessica Rodriguez: Alright, that makes sense.

Agent Thompson: I'll also go ahead and send you an email with the recall details and instructions on how to proceed. You should see that within the next hour or so.

### \*\*CLOSING\*\*

Agent Thompson: Just to summarize, we've got a ticket open for the Faygo product recall, MEI-15106. You'll pull the affected product and we'll get the return process started with Faygo.

Jessica Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, Jessica. If you have any other questions or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Jessica Rodriguez: Appreciate it. Have a great day!