

Meijer Support Call Transcript — MEI-6763

Ticket ID:	MEI-6763	Priority:	Low
Created:	2024-07-18 02:28:08	Status:	Resolved
Store #:	335	Store:	N Court Street, Medina
Category:	Inventory Management	Type:	Overstock
Coordinates:	41.15817245, -81.86632238484043	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?

Michelle Smith: Hi, Agent Thompson. This is Michelle Smith, Assistant Manager at the N Court Street store in Medina.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going at the store today?

Michelle Smith: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I was hoping you could help with.

****PROBLEM DESCRIPTION****

Michelle Smith: So, we're experiencing an overstock situation with Prairie Farms dairy products. We've got pallets of milk and yogurt just sitting in the back room, and I'm not sure what to do with them.

Agent Thompson: Okay, can you tell me more about the overstock? How many pallets are we talking about?

Michelle Smith: Let me check... (background noise) ...okay, it looks like we've got about five pallets of milk and three of yogurt. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on the phone.

Agent Thompson: No worries, Michelle. So, just to clarify, you've got eight pallets of Prairie Farms products that you're not sure what to do with?

Michelle Smith: That's right. And it's taking up a lot of space in our stockroom.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, I think I understand the issue. I'm going to go ahead and create a ticket for this, which will be MEI-6763. We'll get someone from the inventory team to look into this and figure out the best course of action.

Michelle Smith: Sounds good, thank you.

Agent Thompson: In the meantime, can you please make sure those pallets are properly labeled and stored in a way that they won't get damaged or mixed up with other products?

Michelle Smith: Absolutely, we'll take care of that right away.

Agent Thompson: Great. I'd expect someone to reach out to you within the next 24 to 48 hours to discuss a resolution. We'll work with Prairie Farms to see if we can get some of this product returned or redistributed to other stores.

****CLOSING****

Agent Thompson: Just to summarize, Michelle, we've created ticket MEI-6763 to address the overstock issue with Prairie Farms at your store. Someone will be in touch soon to discuss next steps.

Michelle Smith: Sounds good, thank you for your help, Agent Thompson.

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

Michelle Smith: You too, thanks again. Bye.

Agent Thompson: Bye, Michelle.