

Meijer Support Call Transcript — MEI-14508

Ticket ID:	MEI-14508	Priority:	High
Created:	2024-05-14 13:34:53	Status:	Resolved
Store #:	276	Store:	E Sunset Drive, Waukesha
Category:	Inventory Management	Type:	Product Recall
Coordinates:	42.98608765, -88.21948500346954	Location Type:	Store

Transcript

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

OPENING

Merchandising Support, this is Agent Karen. How can I help you today?

Lisa Harris: Hi Karen, this is Lisa from the E Sunset Drive store in Waukesha. How's your day going?

Agent Karen: Oh, it's going well, thanks for askin'. What can I do for you, Lisa?

Lisa Harris: Just dealing with a bit of a situation here in produce. (background noise of store announcements)

PROBLEM DESCRIPTION

Lisa Harris: We've got a product recall on some Prairie Farms dairy products, and I'm not sure how to proceed. We've got a bunch of affected items on the shelves.

Agent Karen: Okay, sorry to hear that. Can you tell me more about the recall? What specific products are affected?

Lisa Harris: Let me check... (pause) Okay, it's the 2% milk and the large eggs. We've got a bunch of them out on the floor.

Agent Karen: Alright, got it. And have you notified your store manager about the issue?

Lisa Harris: Yeah, I just talked to them, and they're on their way to help me get everything pulled. (background noise of a customer asking for assistance)

Agent Karen: Okay, no problem. I'm gonna go ahead and ask, have you received any official notification from Prairie Farms about the recall?

TROUBLESHOOTING/RESOLUTION

Agent Karen: Okay, Lisa, I'm gonna go ahead and create a ticket for this issue. This will be ticket MEI-14508. I'm gonna mark it as high priority since it's a product recall.

Lisa Harris: Sounds good, thanks.

Agent Karen: I'm gonna need you to pull all the affected products from the shelves immediately. Can you do that for me?

Lisa Harris: Yeah, we're on it. My team is already working on it.

Agent Karen: Great, thanks. I'm gonna escalate this issue to our inventory team to get the recall processed as quickly as possible. You should see some movement on this within the next 24 hours.

CLOSING

Agent Karen: Just to summarize, Lisa, you'll pull all the affected products, and we'll get the recall processed ASAP. Your ticket number is MEI-14508.

Lisa Harris: Got it, thanks for your help, Karen.

Agent Karen: No problem, happy to help. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Lisa Harris: You too, thanks again!