

Meijer Support Call Transcript — MEI-13416

Ticket ID:	MEI-13416	Priority:	Low
Created:	2025-05-31 16:23:11	Status:	In progress
Store #:	215	Store:	E. Boughton Rd., Bolingbrook
Category:	Inventory Management	Type:	Overstock
Coordinates:	41.721292950000006, -88.03579462225267	Location Type:	Store

Transcript

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

OPENING

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

Joshua Moore, Assistant Manager at the E. Boughton Rd. store in Bolingbrook. Hi Karen, how's it going?

Oh, hi Joshua! I'm doin' alright, thanks for askin'. How 'bout you? How's the store today?

It's been a busy day, but we're hangin' in there. Just got a issue I need some help with.

PROBLEM DESCRIPTION

So, we're dealin' with an overstock situation here. We've got a bunch of Hudsonville Ice Cream that's just piled up in our stockroom. I mean, we're talkin' multiple pallets. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', we've got way too much ice cream and I'm not sure what to do with it all.

Okay, Joshua, can you tell me a little more about the overstock? How much are we talkin' and what's the expiration date lookin' like on this ice cream?

Well, let me check... (pause) Alright, it looks like we've got about 20 cases of the stuff, and the expiration date is lookin' good for a few months out. But like I said, it's just takin' up a lot of space in our stockroom.

Have you tried reachin' out to Hudsonville to see if they can take any of it back?

Yeah, I've tried callin' 'em, but I haven't heard back yet. That's why I'm callin' you guys for some help.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for you, which will be MEI-13416. I'm thinkin' we might be able to get some of this ice cream transferred to another store or maybe even do a special promotion to move it out. Can you tell me a little more about your store's sales on this product?

Well, we've been sellin' it alright, but like I said, we've just got too much of it. (background noise) Oh, sorry about that, just one of my team members needin' some help.

No worries, Joshua. Okay, so I'm thinkin' we can get this resolved within the next week or so. I'll go ahead and reach out to our inventory team and see what we can do. In the meantime, can you just hold on to the ice cream and make sure it's stored properly?

Sounds good, thanks Karen.

CLOSING

Alright, Joshua, just to summarize, I'm gonna create ticket MEI-13416 and we'll get to work on resolvin' this overstock issue. You can expect to hear back from us within the next week. Your ticket number is MEI-13416, just in case you need to reference it. Is there anything else I can help you with today?

No, that's all, thanks Karen. Appreciate your help!

You're welcome, Joshua. Have a great day and we'll talk to you soon!