

Meijer Support Call Transcript — MEI-2105

Ticket ID:	MEI-2105	Priority:	Medium
Created:	2025-02-21 20:07:35	Status:	Resolved
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Inventory Management	Type:	Product Recall
Coordinates:	43.8259855, -83.00500495004522	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?

Elizabeth Jones: Hi, Agent Thompson. This is Elizabeth from the Pigeon Rd store in Bad Axe. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', Elizabeth! What can I do for you and the team up in Bad Axe?

Elizabeth Jones: (background noise of store intercom) Sorry 'bout the noise, we're just gettin' ready for a sale. Anyway, I'm callin' about a product recall issue.

PROBLEM DESCRIPTION

Elizabeth Jones: So, we just got word that Prairie Farms is recallin' some of their milk products due to contamination concerns. We need to get 'em off the shelves ASAP.

Agent Thompson: Okay, that's a pretty big deal. Can you tell me more about the specific products affected? Do you have the SKU numbers handy?

Elizabeth Jones: (pause to check) Yeah, it's the 2% and whole milk gallons, SKU numbers 12345 and 67890.

Agent Thompson: Alright, got it. And have you already started pullin' the products from the shelves?

Elizabeth Jones: (background noise of customers chatting) Not yet, we just got the notice and I wanted to touch base with you folks first to make sure we're doin' everything right.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Elizabeth, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-2105. I'll make sure to note that it's a product recall requiremin' assistance.

Elizabeth Jones: Sounds good, thanks.

Agent Thompson: Now, I want to make sure you get those products off the shelves right away. Can you confirm that you'll have your team start pullin' 'em immediately?

Elizabeth Jones: Absolutely, we'll get right on it.

Agent Thompson: Great. I'll also go ahead and notify our distribution team to stop any further shipments of the affected products. You should see some updates on this ticket within the next 24 hours.

CLOSING

Agent Thompson: Just to summarize, Elizabeth, you'll get the recalled products off the shelves and we'll take care of the rest on our end. Your ticket number is MEI-2105, and we'll keep you updated on any progress.

Elizabeth Jones: Sounds good, thanks for your help, Agent Thompson!

Agent Thompson: You're welcome, Elizabeth. We'll be in touch if we need any more info from you. Have a great day and thanks for callin' Merchandising Support!