

Meijer Support Call Transcript — MEI-10527

Ticket ID:	MEI-10527	Priority:	Low
Created:	2025-04-03 16:20:44	Status:	Open
Store #:	20	Store:	Alpine Ave., N.W., Grand Rapids
Category:	Inventory Management	Type:	Product Recall
Coordinates:	43.00778715, -85.6917416523328	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?

Matthew Brown, Front End Supervisor at the Alpine Ave store in Grand Rapids. Hi, how's it going?

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

It's been busy, but we're managin'. I'm callin' about a product recall issue we're havin' some trouble with.

PROBLEM DESCRIPTION

So, we just got word that Dean Foods is recallin' some of their dairy products, and we're not sure how to proceed with pullin' 'em from the shelves. We've got a bunch of 'em in stock, and I'm worried we might be sellin' some bad product to our customers.

Okay, Matthew, can you tell me more about the specific products that are affected? Are they all Dean Foods items or just certain ones?

Yeah, it's just the Dean Foods stuff... (background noise) ...sorry, what was that? (pause) Oh, sorry about that, just one of our cashiers needin' some help. Anyway, it's all the Dean Foods dairy products, like milk, cheese, and yogurt.

Okay, got it. And have you guys already started pullin' any of the product from the shelves or are you waitin' for further instruction?

We've started pullin' some of it, but like I said, we're not sure if we're doin' it right. (pause) Can you hear that noise in the background? We're just gettin' ready for a big sale this weekend, so it's a bit chaotic.

TROUBLESHOOTING/RESOLUTION

Alright, Matthew, I'm gonna go ahead and take a look at this. I'm gonna create a ticket for this issue, which will be MEI-10527. I'm gonna mark it as a product recall, and we'll get our team on it ASAP. In the meantime, I recommend you guys go ahead and pull all the affected Dean Foods products from the shelves to prevent any further sales.

Okay, that sounds good. How long do you think it'll take to get this resolved?

Well, since this is a low-priority ticket, I'd say we're lookin' at a 24-48 hour turnaround time. But don't you worry, we'll get it taken care of as soon as possible. I'll make sure to keep an eye on it and follow up with you tomorrow to see how things are goin'.

CLOSING

Alright, Matthew, just to summarize, we're gonna go ahead and pull all the affected Dean Foods products from the shelves, and we'll get our team workin' on resolvin' this issue. Your ticket number is MEI-10527, and I'll be followin' up with you tomorrow to check on the status. Is there anything else you need from me today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

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