

Meijer Support Call Transcript — MEI-16435

Ticket ID:	MEI-16435	Priority:	Low
Created:	2025-02-12 18:29:21	Status:	In progress
Store #:	186	Store:	US52 (Sagamore Pky), West Lafayette
Category:	Operational Issues	Type:	Customer Complaint
Coordinates:	40.467414000000005, -86.96550535	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Robert Moore, Assistant Manager at the US52 store in West Lafayette.

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

Caller: Oh, you know, just trying to get through the afternoon rush. We've got a bit of a situation on our hands, though.

PROBLEM DESCRIPTION

Caller: So, we've had a customer complaint about our dairy department. Apparently, we were out of 2% milk for a few hours this morning, and the customer is pretty upset.

Agent: I'm sorry to hear that, Robert. Can you tell me more about what happened? Was it just a stock issue or was there something else going on?

Caller: (background noise) Okay, sorry about that... (pause) Yeah, it looks like we just didn't get our shipment in on time, and our team didn't catch it until later in the morning.

Agent: Okay, got it. And did the customer talk to anyone in the store about the issue, or did they just call in to complain?

Caller: (interruption) Hold on just a sec, Karen... (pause) Sorry about that. Yeah, they talked to one of our team members, but I guess we didn't offer a suitable solution, so they're still not happy.

TROUBLESHOOTING/RESOLUTION

Agent: Alright, Robert, I'm going to go ahead and take a look at this. I've created ticket MEI-16435 for this issue. Can you tell me if the customer is looking for any kind of compensation or resolution?

Caller: Yeah, they're looking for a discount on their next purchase or something.

Agent: Okay, that's understandable. In the meantime, can you please make sure to restock that dairy department ASAP and offer the customer a discount on their next purchase?

Caller: Absolutely, we'll get right on that.

Agent: Great, I'll make sure to follow up on this ticket. We should be able to resolve this within the next 24 hours.

CLOSING

Agent: Just to summarize, Robert, we're going to go ahead and offer the customer a discount on their next purchase, and you'll make sure to restock the dairy department. Your ticket number is MEI-16435, and I'll follow up with you

tomorrow to make sure everything is resolved.

Caller: Sounds good, Karen. Thanks for your help.

Agent: You're welcome, Robert. Have a great day, and I'll talk to you soon.

Caller: You too, thanks. Bye.