

# Meijer Support Call Transcript — MEI-3779

Ticket ID:	MEI-3779	Priority:	Low
Created:	2025-06-09 14:38:25	Status:	In progress
Store #:	180	Store:	U.S. 31, Grand Haven
Category:	Compliance/Safety	Type:	Expired Product
Coordinates:	43.039128500000004, -86.21680939900449	Location Type:	Store

## Transcript

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

### \*\*OPENING\*\*

Health & Safety, this is Agent Thompson. How can I help you today?

Emily White: Hi Agent Thompson, this is Emily White, Produce Manager at the U.S. 31 store in Grand Haven.

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

Emily White: It's going alright, just a little busy with the summer produce coming in.

### \*\*PROBLEM DESCRIPTION\*\*

Emily White: So, I'm calling about an issue we're having with some expired product on our shelves. We've got a batch of yogurt that's past its expiration date and I'm not sure what to do with it.

Agent Thompson: Okay, can you tell me more about the yogurt? What's the expiration date and how much of it do you have?

Emily White: Let me check... (background noise) Okay, it's a pallet of 24 cases, and the expiration date was June 5th.

Agent Thompson: Alright, and have you checked the inventory management system to see if it's still showing as active?

Emily White: Yeah, I checked, and it's still showing as available for sale, but obviously, we can't sell it now.

Agent Thompson: That's a problem. Can you hold for just a sec while I check on something? (hold music plays for 83 seconds)

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, I'm back. So, I've gone ahead and created a ticket for this issue, MEI-3779. I'm going to go ahead and mark it as a priority low, since it's not an immediate food safety risk.

Emily White: Okay, that sounds good.

Agent Thompson: In the meantime, I recommend that you pull the expired yogurt from the shelves and set it aside for disposal. We'll get a team to come and pick it up within the next 24-48 hours.

Emily White: Alright, that makes sense. What about the inventory system, though? We don't want it to show up as available for sale anymore.

Agent Thompson: Absolutely, I'll go ahead and update the system to reflect that it's expired and no longer available for sale.

### \*\*CLOSING\*\*

Agent Thompson: So, just to summarize, we've got a ticket open for the expired yogurt, and we'll get it picked up within the next 24-48 hours. Your ticket number is MEI-3779, and I'll make sure to follow up with you to ensure everything gets taken care of.

Emily White: Sounds great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. Have a great day, and don't hesitate to reach out if you have any other issues.