

Meijer Support Call Transcript — MEI-17953

Ticket ID:	MEI-17953	Priority:	Low
Created:	2025-04-14 17:13:08	Status:	In progress
Store #:	65	Store:	Hall Road, Shelby Twp.
Category:	Inventory Management	Type:	Stock Out
Coordinates:	42.6295651, -82.9763973	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?

Joshua Johnson, Store Manager at Hall Road, Shelby Twp. How's your day going so far?

Oh, it's going alright, thanks for askin'. We're dealin' with a bit of an issue here, though.

No problem, happy to help, Joshua. What's goin' on at your store?

PROBLEM DESCRIPTION

We're completely out of Vernors products, and I'm gettin' killed by customers lookin' for 'em. We can't seem to keep 'em in stock.

Vernors, huh? That's a popular one, especially around here. Can you tell me more about what's goin' on? When did you first notice the stock out?

Well, let me check... (background noise) ...okay, yeah, it looks like we sold out yesterday afternoon. We've had a bunch of customers comin' in lookin' for it since then.

And have you tried orderin' more from the vendor, Vernors?

Yeah, we've tried, but they're sayin' it's gonna be a few days before they can get another shipment to us. (interrupted by a page over the store intercom) Sorry 'bout that, what was the question again?

No worries, Joshua. I was just askin' about the vendor. So, you've already reached out to Vernors, and they're sayin' a few days?

TROUBLESHOOTING/RESOLUTION

Okay, I'm gonna go ahead and take a look at this. It's possible we can expedite another shipment or find some inventory at a nearby store. I'm gonna create a ticket for this, MEI-17953, and we'll get to work on it right away. Can you tell me about your current sales volume for Vernors? Is it higher than usual?

Actually, yeah, it is. We've had a lot of customers buyin' it up for the Tigers game this weekend.

Allright, that makes sense. I'm gonna go ahead and prioritize this ticket. We'll try to get some more Vernors in stock for you by the end of the week, at the latest. I'll also reach out to the vendor to see if we can get a more specific ETA.

CLOSING

So, just to summarize, Joshua, we're gonna work on gettin' some more Vernors in stock for you ASAP. I've created ticket MEI-17953, and we'll keep you updated on the status. You should hear back from us within the next 24 hours with an update.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

No problem, happy to help, Joshua. We'll get this taken care of for you. Have a great day, and go Tigers!