

Meijer Support Call Transcript — MEI-15715

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| Ticket ID: | MEI-15715 | Priority: | Low |
| Created: | 2024-09-07 02:34:20 | Status: | In progress |
| Store #: | 138 | Store: | Maysville Road, Fort Wayne |
| Category: | Operational Issues | Type: | Customer Complaint |
| Coordinates: | 41.13376515, -85.01269375257803 | 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 Matthew White, Assistant Manager at the Maysville Road store in Fort Wayne.

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

Caller: It's going alright, just a few issues we're trying to iron out.

PROBLEM DESCRIPTION

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

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

Caller: (background noise) Yeah, it was just a stock issue. We had a truck come in late, and our dairy stocker didn't get a chance to restock until later in the day.

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: (interrupted by a page in the background) Sorry, just a minute... (back to the call) Yeah, they talked to our customer service desk, and we offered them a raincheck, but they were still pretty upset.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Matthew, I'm going to go ahead and take a look at this issue. I see that we've already created a ticket, MEI-15715, to track this. Can you tell me if there's anything else we can do to prevent this from happening in the future?

Caller: Well, we're thinking of adjusting our stock levels for dairy, just to make sure we don't run out again.

Agent: That's a great idea, Matthew. In the meantime, I'm going to go ahead and send a notification to our logistics team to make sure that truck deliveries are on time. We should be able to get this resolved within the next 24-48 hours.

Caller: Sounds good, thanks Karen.

CLOSING

Agent: Just to summarize, Matthew, we're going to look into adjusting our stock levels and make sure our logistics team is on top of deliveries. Your ticket number is MEI-15715, and we'll follow up with you within the next 24 hours to make sure everything is resolved.

Caller: Sounds great, thanks Karen. I appreciate your help.

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

Caller: You too, thanks. Bye.