

Meijer Support Call Transcript — MEI-14485

Ticket ID:	MEI-14485	Priority:	High
Created:	2024-06-22 12:10:20	Status:	Resolved
Store #:	250	Store:	Meijer Drive, Gaylord
Category:	Inventory Management	Type:	Product Recall
Coordinates:	45.0245067, -84.7233556093068	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?

Michael White, Produce Manager at Meijer Drive in Gaylord, Michigan. Hi, how's it going?

Oh, hi Michael! Nice to talk to you. How's everything up in Gaylord?

It's going alright, just dealing with a bit of a situation here.

PROBLEM DESCRIPTION

We've got a product recall on our hands, and I'm not sure how to proceed. It's a Meijer Brand item, and I've got a bunch of cases of it on the floor. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it's a Meijer Brand product, and I need some assistance on how to handle the recall.

What's the specific product, Michael? And do you have the recall notice in front of you?

It's our Meijer Brand frozen peas. And yeah, I've got the notice right here. Let me just... (rustling papers) Okay, it says here that we need to pull all cases with the lot number... (reads lot number)

Okay, got it. And how many cases do you have on hand?

Um, let me check... (pause) Okay, I've got about 20 cases of 'em.

TROUBLESHOOTING/RESOLUTION

Okay, Michael, I'm going to go ahead and create a ticket for this. This will be ticket MEI-14485. I'm going to mark it as high priority since it's a product recall. Can you please pull all those cases off the floor immediately and set them aside for return to the warehouse?

Yeah, I can do that. What's the next step?

I'm going to go ahead and notify our logistics team to schedule a pickup for those cases. You should see someone within the next 24 to 48 hours to collect them. In the meantime, please make sure to keep them stored in a secure area.

Okay, sounds good. And what about customers who may have already purchased the product?

We'll go ahead and send out a notification to all customers who have purchased the product in the last few days, and we'll provide them with instructions on how to return it for a full refund.

CLOSING

Just to summarize, you'll pull all the affected cases off the floor and set them aside for return, and we'll take care of the rest. Your ticket number is MEI-14485, and I'll make sure to follow up with you tomorrow to check on the status. Is that all correct, Michael?

Yeah, that sounds right. Thanks for your help, Agent Thompson.

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