

Meijer Support Call Transcript — MEI-10734

Ticket ID:	MEI-10734	Priority:	Low
Created:	2025-02-19 21:41:58	Status:	In progress
Store #:	243	Store:	S. Groesbeck Hwy., Clinton Twp.
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	42.59659495, -82.9037800853896	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?

Amanda Brown, Grocery Manager at store 243, S. Groesbeck Hwy., Clinton Twp. Hi, how's your day going?

Oh, it's going alright, thanks for askin'. We've got a bit of a situation here, though.

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

PROBLEM DESCRIPTION

We've got an OSHA concern that just came up. One of our employees reported a potential hazard in the dairy department. Apparently, there's a leaky refrigeration unit that's causin' a slip hazard on the floor.

Okay, I see. Can you tell me more about the leak? Is it a slow drip or a pretty steady stream?

It's a pretty steady stream, from what I've been told. And we're worried about it freezin' up on the floor, too, since it's been so cold out lately. (background noise of store announcements) Sorry, bear with me for a sec... Okay, where was I? Ah yeah, the leak.

No worries, Amanda. I'm with you. So, just to clarify, there's no vendor involved in this issue, correct?

That's right. It's just our in-store equipment. We've tried to troubleshoot it ourselves, but we're not sure what's goin' on.

TROUBLESHOOTING/RESOLUTION

Alright, Amanda, I'm gonna go ahead and take a look at this. I've created ticket MEI-10734 for you, so we can keep track of this issue. Based on what you've told me, it sounds like we might need to get our facilities team out to take a look at that refrigeration unit.

Okay, that sounds great. How soon can we expect someone to come out?

I'd say within the next 24 to 48 hours, dependin' on their schedule. In the meantime, can you please make sure to put up some caution signs around the area and maybe even block it off if possible?

Absolutely, we'll get right on that. I just want to make sure our employees are safe.

CLOSING

Alright, Amanda, just to summarize, we've got ticket MEI-10734 open for the OSHA concern at your store. I'll make sure to follow up with our facilities team and get someone out to take a look at that refrigeration unit ASAP. You should hear back from us within the next 24 hours with an update.

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

You're welcome, Amanda. We'll get this taken care of for you. Your ticket number again is MEI-10734, just in case you need to reference it. Have a great day, and stay warm out there!