

Meijer Support Call Transcript — MEI-1023

Ticket ID:	MEI-1023	Priority:	Medium
Created:	2025-06-16 20:10:50	Status:	Resolved
Store #:	221	Store:	Century Center St., S.W., Grandville
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	42.87971175, -85.74857743876461	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?

Jessica Williams: Hi Agent Thompson, this is Jessica Williams, Team Lead at the Century Center store in Grandville.

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

Jessica Williams: It's going alright, just a few concerns I wanted to touch base with you about.

PROBLEM DESCRIPTION

Jessica Williams: We've got an OSHA concern that's come up and I'm not sure how to handle it. One of our employees reported a potential hazard in the stockroom, and I'm worried it might be a tripping hazard.

Agent Thompson: Okay, can you tell me more about the hazard? What's the specific issue?

Jessica Williams: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it's a pallet that's not properly secured, and it's right in the pathway of our employees.

Agent Thompson: Alright, got it. And have you talked to the employee who reported it to get more details?

Jessica Williams: Yeah, I have. They said it's been like that for a few days, and they're worried someone's gonna get hurt.

Agent Thompson: Okay, that's concerning. Can you tell me what department the pallet is in?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm gonna go ahead and create a ticket for this, MEI-1023. I'm gonna mark it as a medium priority since it's a potential safety hazard.

Jessica Williams: Sounds good, thanks.

Agent Thompson: In the meantime, can you please make sure to block off the area around the pallet so no one can access it until we can get someone out to fix it?

Jessica Williams: Absolutely, I'll get that done right away.

Agent Thompson: Great. I'm gonna go ahead and assign this to our facilities team, and they should be out to fix it within the next 24-48 hours.

CLOSING

Agent Thompson: Just to summarize, Jessica, we've got a ticket created, MEI-1023, and our facilities team will be out to fix the issue within the next 24-48 hours.

Jessica Williams: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. If you have any other concerns or issues, don't hesitate to reach out. We'll follow up with you to make sure everything gets resolved.

Jessica Williams: Appreciate it, thanks again.

Agent Thompson: You're welcome, have a great day!