

Meijer Support Call Transcript — MEI-21692

Ticket ID:	MEI-21692	Priority:	Medium
Created:	2024-11-22 13:30:33	Status:	In progress
Store #:	194	Store:	E. Clinton Trl, Charlotte
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.5554128, -84.81425788392872	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?

Joshua Johnson, Front End Supervisor at the E. Clinton Trl store in Charlotte. Hi, how's it going?

Oh, hi Joshua! Nice to talk to you. How's everything going at the store today?

It's going alright, just a little busy with the holiday rush coming up.

PROBLEM DESCRIPTION

So, I'm calling about a safety hazard we've got in the store. We've got a leak in the dairy cooler that's causing a slip hazard on the floor. I've got my team trying to clean it up, but we need some assistance getting it fixed ASAP.

Can you tell me more about the leak, Joshua? Is it a slow drip or a pretty steady stream?

It's a pretty steady stream, unfortunately. We've got water all over the floor and it's causing a real hazard for our customers and team members. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, we need to get this fixed quickly.

Is the cooler still operational, or have you had to shut it down?

We've had to shut it down for now, just to be safe. We don't want anyone getting hurt.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm going to go ahead and create a ticket for this issue. That'll be MEI-21692. I'm going to prioritize this as a medium priority, but I want to get someone out to you ASAP to fix that leak. Can you tell me if you've contacted our facilities team yet?

No, I haven't had a chance to yet. I figured I'd call you guys first to get the ball rolling.

Okay, no problem. I'll go ahead and reach out to them for you. We should be able to get someone out to you within the next 24 hours. In the meantime, make sure to keep that area blocked off to customers and team members.

That sounds good. What's the plan for getting the cooler back up and running?

We'll get a technician out to assess the situation and make any necessary repairs. If we need to, we can also bring in a temporary cooler to get you back up and running.

CLOSING

Just to summarize, Joshua, I've created ticket MEI-21692 for the safety hazard at your store. We'll get someone out to you within the next 24 hours to fix the leak and get your dairy cooler back up and running. If you have any other issues or concerns, don't hesitate to reach out. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson.

You're welcome, Joshua. Have a great day and stay safe out there!