

Meijer Support Call Transcript — MEI-1185

Ticket ID:	MEI-1185	Priority:	Low
Created:	2024-07-15 10:47:29	Status:	In progress
Store #:	335	Store:	N Court Street, Medina
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	41.15817245, -81.86632238484043	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?

Emily White: Hi Agent Thompson, this is Emily White, Produce Manager at the N Court Street store in Medina.

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

Emily White: It's going alright, just a little busy with the summer sales. But I did need to reach out to you about an OSHA concern.

PROBLEM DESCRIPTION

Emily White: So, we've had an issue with one of our stockroom floors being slippery, and I'm worried it's a tripping hazard. We've had a few close calls already.

Agent Thompson: I see. Can you tell me more about the floor? Is it a specific area or the whole stockroom?

Emily White: It's mainly around the produce receiving area. We've been getting a lot of water damage from the refrigeration units, and it's causing the floor to be really slippery.

Agent Thompson: Okay, got it. And have you tried any cleaning solutions or mats to help with the issue?

Emily White: Yeah, we've tried a few different things, but nothing seems to be working. (background noise) Oh, sorry about that, I've got a truck coming in. Anyway, I was hoping you could help me figure out a more permanent solution.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Emily, I'm going to go ahead and take a look at this. I've created a ticket, MEI-1185, to track this issue. Based on what you've told me, it sounds like we might need to get a repair crew out to fix the refrigeration units and maybe even replace the flooring.

Emily White: That sounds great, thank you. How soon can we expect someone to come out?

Agent Thompson: I'd say within the next 3-5 business days. I'll make sure to prioritize it since it's an OSHA concern. In the meantime, can you make sure to put up some warning signs and maybe even use some temporary mats to help with the slipperiness?

Emily White: Absolutely, we can do that.

CLOSING

Agent Thompson: Alright, Emily, just to summarize, we're going to get a repair crew out to fix the refrigeration units and potentially replace the flooring. Your ticket number is MEI-1185, and I'll make sure to follow up with you within the next few days.

Emily White: Sounds great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. Have a great day, and stay safe out there!

Emily White: You too, thanks again!