

# Meijer Support Call Transcript — MEI-13323

Ticket ID:	MEI-13323	Priority:	Medium
Created:	2024-06-04 15:30:07	Status:	Closed
Store #:	174	Store:	Hull Road, Mason
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.5653619, -84.4449031	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?

Michelle Garcia: Hi, Agent Thompson. This is Michelle, the Produce Manager at the Hull Road store in Mason.

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

Michelle Garcia: It's going alright, just a little busy with the summer sales starting up.

### \*\*PROBLEM DESCRIPTION\*\*

Michelle Garcia: So, I'm calling about a safety hazard we've got in the produce area. One of our employees noticed a leak in the refrigeration unit, and it's causing a slip hazard on the floor.

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

Michelle Garcia: It's more of a steady stream, and it's coming from the bottom of the unit. We've got cones up around it, but I'm worried someone's gonna slip and fall.

Agent Thompson: Alright, that does sound like a hazard. Have you noticed any issues with the temperature in the unit or any spoilage of the produce?

Michelle Garcia: Not yet, but we're keeping an eye on it. (background noise) Oh, sorry about that, just one of our employees restocking the apples.

Agent Thompson: No worries, Michelle. Can you tell me approximately how long the leak has been going on?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Michelle, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-13323. I'm gonna mark it as a medium priority since it's a safety hazard.

Michelle Garcia: Sounds good, thank you.

Agent Thompson: In the meantime, I recommend keeping those cones up and making sure the area is clearly marked as a hazard. I'll also go ahead and notify our facilities team to get someone out to take a look at the refrigeration unit.

Michelle Garcia: Alright, that sounds like a plan.

Agent Thompson: We should have someone out to you within the next 24 to 48 hours to take a look at the unit. If it's an emergency, we can try to get someone out sooner, but it's looking like it might be a scheduled maintenance issue.

### \*\*CLOSING\*\*

Agent Thompson: Just to summarize, Michelle, we've got a ticket created for the safety hazard in the produce area, and we'll have someone out to take a look at the refrigeration unit within the next 24 to 48 hours.

Michelle Garcia: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. Your ticket number is MEI-13323, and we'll be in touch soon. Have a great day, and stay safe out there!

Michelle Garcia: You too, thanks again!