

Meijer Support Call Transcript — MEI-19652

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| Ticket ID: | MEI-19652 | Priority: | Medium |
| Created: | 2025-04-07 11:12:41 | Status: | In progress |
| Store #: | 331 | Store: | West State Street, Alliance |
| Category: | Compliance/Safety | Type: | Safety Hazard |
| Coordinates: | 40.8989951, -81.15562586124082 | 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?

Michael Johnson: Hi Agent Thompson, this is Michael Johnson, Grocery Manager at the West State Street store in Alliance.

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

Michael Johnson: It's going alright, just a little busy with the weekend rush coming up.

PROBLEM DESCRIPTION

Michael Johnson: 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 water to accumulate on the floor.

Agent Thompson: Okay, can you tell me more about the leak? Is it a slow drip or a pretty steady stream?

Michael Johnson: It's a pretty steady stream, and it's causing the floor to get pretty slippery. We've got caution signs up, but I'm worried someone's gonna slip and fall.

Agent Thompson: That does sound like a hazard. Have you checked the cooler's drain to see if it's clogged?

Michael Johnson: Yeah, we've checked it, and it's not clogged. I think it might be a issue with the cooler itself. (background noise of store announcements) Sorry about that, we've got a sale on ground beef this week.

Agent Thompson: No worries, Michael. Can you tell me when you first noticed the leak?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Michael, I'm gonna go ahead and take a look at this. Since it's a safety hazard, I'm gonna prioritize this as a medium priority issue. I've got ticket MEI-19652 created for this.

Michael Johnson: Alright, sounds good.

Agent Thompson: In the meantime, I recommend you keep the caution signs up and consider putting down some non-slip mats to prevent any accidents. I'm gonna go ahead and reach out to our facilities team to get someone out to take a look at the cooler.

Michael Johnson: That sounds like a plan. How soon can we expect someone to come out?

Agent Thompson: I'd say within the next 24 to 48 hours. I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Agent Thompson: Alright, Michael, just to summarize, we've got ticket MEI-19652 open for the safety hazard in the dairy cooler. I've recommended some temporary measures to prevent any accidents, and we'll have someone out to take a look at the cooler within the next 24 to 48 hours.

Michael Johnson: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michael. I'll follow up with you tomorrow to check on the status. Have a great day, and thanks for calling Health & Safety.

Michael Johnson: You too, thanks again.