

Meijer Support Call Transcript — MEI-1746

Ticket ID:	MEI-1746	Priority:	Medium
Created:	2025-06-28 04:04:55	Status:	In progress
Store #:	309	Store:	Mentor Ave, Mentor
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	41.6751794, -81.3089473	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?

James Jackson: Hi, Agent Thompson. This is James, the Produce Manager at the Mentor Ave store in Mentor, Ohio.

Agent Thompson: Hi, James! Nice to talk to you. How's everything going at the store today?

James Jackson: It's goin' alright, just a little busy with the summer sales. But I did call about a concern I have.

PROBLEM DESCRIPTION

James Jackson: We've got an OSHA concern that I think needs some assistance. One of our employees reported a potential hazard with the pallet jack in the produce area. It's not properly maintained, and I'm worried it's gonna cause an accident.

Agent Thompson: Okay, James, can you tell me more about the issue with the pallet jack? What specifically is wrong with it?

James Jackson: Well, the brakes aren't workin' right, and it's been makin' a weird noise when you try to lift the pallets. (background noise) Oh, sorry about that, just one of our team members restockin' the apples.

Agent Thompson: No worries, James. That sounds like a pretty serious issue. Have you had any incidents or near-misses with the pallet jack already?

James Jackson: Not yet, but like I said, I'm worried it's just a matter of time. We use that thing all day, every day.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, James, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-1746. I'm gonna mark it as a medium priority, but I want to make sure we get this resolved ASAP.

James Jackson: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you take the pallet jack out of commission until we can get it properly maintained or replaced. Can you do that for me?

James Jackson: Yeah, I can do that. We've got a backup pallet jack we can use in the meantime.

Agent Thompson: Great. I'm gonna go ahead and assign this ticket to our maintenance team, and they'll reach out to you within the next 24 hours to schedule a repair or replacement.

CLOSING

Agent Thompson: Just to summarize, James, we've got a ticket created for the OSHA concern with the pallet jack, and I've recommended you take it out of commission until further notice.

James Jackson: That sounds right. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, James. Your ticket number is MEI-1746, and we'll be in touch soon to resolve the issue. Have a great day, and stay safe out there!

James Jackson: You too, thanks again!