

Meijer Support Call Transcript — MEI-19205

Ticket ID:	MEI-19205	Priority:	High
Created:	2024-09-21 17:27:33	Status:	Resolved
Store #:	279	Store:	Caberfae Hwy, Manistee
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	44.26682325, -86.2952875749472	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?

Ashley Garcia, Department Manager at the Caberfae Hwy store in Manistee. Hi, how's it going?

Oh, hi Ashley! Nice to talk to you. How's everything up in Manistee?

It's going alright, just dealing with a bit of an issue here.

PROBLEM DESCRIPTION

So, we've got an OSHA concern that's come up and I'm not sure how to handle it. We've had a report of a potential hazard in our stockroom, and I'm worried it might be a tripping hazard. Can you help me out?

Okay, Ashley, can you tell me more about the hazard? What's the specific issue you're seeing?

Well, it's a pallet of canned goods that's not properly secured... (background noise) ...sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, the pallet's not secured and I'm worried someone's gonna get hurt.

That doesn't sound good. Have you talked to your team about it? Have you tried to secure the pallet at all?

Yeah, we've tried to block it off, but I'm not sure if that's enough. And with our busy weekend sales coming up, I don't want to take any chances.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm gonna go ahead and create a ticket for this, MEI-19205. I'm gonna mark it as high priority since it's an OSHA concern. Can you tell me more about what you've done so far to address the issue?

We've tried to move the pallet, but it's too heavy for our team to handle. And like I said, we've blocked it off, but I don't know if that's enough.

Alright, I'm gonna go ahead and escalate this to our facilities team. They'll be able to send someone over to help you secure the pallet. In the meantime, can you make sure to keep the area blocked off and warn your team about the potential hazard?

Yeah, that sounds good. How soon can we expect someone to come out?

I'd say within the next 24 hours, Ashley. We'll get someone out there as soon as possible to help you get this resolved.

CLOSING

Just to summarize, we've created ticket MEI-19205 for the OSHA concern at your store. I've escalated it to our facilities team and they'll be in touch with you within the next 24 hours. Is there anything else I can do for you in the meantime, Ashley?

No, that sounds great, thank you so much for your help, Agent Thompson.

You're welcome, Ashley. We'll get this taken care of for you. Have a great day and stay safe up there in Manistee!