

Meijer Support Call Transcript — MEI-12005

Ticket ID:	MEI-12005	Priority:	High
Created:	2024-05-27 18:45:37	Status:	Resolved
Store #:	180	Store:	U.S. 31, Grand Haven
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	43.03912850000004, -86.21680939900449	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?

Robert Jackson: Hi Agent Thompson, this is Robert, Store Manager at the U.S. 31, Grand Haven location. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Robert. What can I help you with today?

Robert Jackson: Just a quick issue I wanted to touch base with you about. We're having some concerns with cleanliness in the store.

PROBLEM DESCRIPTION

Robert Jackson: Yeah, so we've had some customer complaints about the condition of our produce stand and the floors in the dairy department. It's just not meetin' our standards, you know? We've tried to stay on top of it, but it's been a challenge.

Agent Thompson: I understand, Robert. Can you tell me more about what's not meetin' your standards? Is it a specific area or... (background noise of a store intercom) ...sorry, go ahead.

Robert Jackson: (laughs) No worries, just our daily sales announcement. Anyway, like I said, the produce stand is lookin' a bit messy, and the floors in dairy have some spills that haven't been cleaned up yet.

Agent Thompson: Okay, got it. And have you noticed any other issues, like any equipment malfunctions or...?

Robert Jackson: Not that I'm aware of, no. Just your run-of-the-mill cleanliness issues.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Robert, I'm gonna go ahead and create a ticket for this issue. This will be ticket MEI-12005. I'm gonna mark it as high priority since it's a cleanliness issue. Can you tell me what you've done so far to address the problem?

Robert Jackson: Well, we've increased the frequency of our cleanin' schedules, but like I said, it's just not gettin' done to our standards.

Agent Thompson: Okay, I understand. I'm gonna recommend that we get a deep clean scheduled for the produce stand and dairy department ASAP. I'll also send over some additional cleanin' supplies to help you get on top of it. We should be able to get someone out there within the next 24 to 48 hours.

Robert Jackson: That sounds great, thank you.

****CLOSING****

Agent Thompson: Alright, Robert, just to summarize, I've created ticket MEI-12005 for the cleanliness issue at your store. We'll get someone out there to deep clean the produce stand and dairy department within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to reach out.

Robert Jackson: Sounds good, thank you, Agent Thompson. I appreciate your help.

Agent Thompson: You're welcome, Robert. We'll get this taken care of for you. Have a great day!