

Meijer Support Call Transcript — MEI-6902

Ticket ID:	MEI-6902	Priority:	Medium
Created:	2025-05-14 17:10:57	Status:	Resolved
Store #:	312	Store:	Plainfield Avenue N.E., Grand Rapids
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	43.033900200000005, -85.6280483922391	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?

Elizabeth Miller: Hi, Agent Thompson. I'm the Store Manager at the Plainfield Avenue N.E. store in Grand Rapids. Nice to talk to you.

Agent Thompson: Nice to talk to you too, Elizabeth. How's everything going at the store today?

Elizabeth Miller: It's been a busy day, but we've got a bit of an issue I'd like some help with.

PROBLEM DESCRIPTION

Elizabeth Miller: We've got a cleanliness issue in our produce department. One of our team members noticed some debris on the floor, and we've had a few customers complain about the smell. I've got my team working on cleaning it up, but I wanted to get some guidance from you folks.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the debris? Is it food-related or something else?

Elizabeth Miller: (background noise) Oh, sorry about that. We've got a cart being restocked in the background. Anyway, it looks like some old lettuce or something. We're not sure where it came from.

Agent Thompson: Alright. And you've had customer complaints about a smell? Is it a strong odor?

Elizabeth Miller: Yeah, it's pretty noticeable. We've tried to identify the source, but so far, no luck.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Elizabeth. I'm going to go ahead and create a ticket for this issue. That'll be MEI-6902. I think we should get a deep clean scheduled for the produce department ASAP. Have you talked to your sanitation team about this yet?

Elizabeth Miller: Not yet, but I can get them on it right away.

Agent Thompson: Great. I'd like to get this resolved within the next 24 hours. Can you confirm that you'll have the deep clean done by tomorrow morning?

Elizabeth Miller: Absolutely. We'll get it done tonight after close.

CLOSING

Agent Thompson: Alright, Elizabeth. Just to summarize, we've got a ticket open for the cleanliness issue in your produce department, and we're expecting a deep clean to be done by tomorrow morning. Your ticket number is

MEI-6902. Is there anything else I can help you with today?

Elizabeth Miller: No, that's all. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Elizabeth. We'll follow up with you tomorrow to make sure everything is resolved.
Have a great day!