

Meijer Support Call Transcript — MEI-19921

Ticket ID:	MEI-19921	Priority:	Low
Created:	2024-10-04 20:51:47	Status:	In progress
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	39.663419000000005, -86.07743920003804	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?

Joseph Jackson: Hi Agent Thompson, this is Joe Jackson, Store Manager at the E. Southport Road Meijer in Indianapolis. How's your day goin'?

Agent Thompson: It's goin' well, thanks for askin', Joe. What can I help you with today?

Joseph Jackson: Just a quick question, but I think we got a bit of a situation on our hands.

PROBLEM DESCRIPTION

Joseph Jackson: So, we had an employee report a potential OSHA concern in our stockroom. Apparently, one of the pallet racks is damaged, and we're worried it might collapse. I've got my team tryin' to block off the area, but I'm not sure what the next steps are.

Agent Thompson: Okay, Joe, can you tell me more about the damage? Is it a specific beam or the whole rack?

Joseph Jackson: (background noise) Hold on just a sec, Agent Thompson... (pause) Sorry about that. Yeah, it looks like one of the vertical beams is bent, and we're concerned it might give way.

Agent Thompson: Alright, that does sound like a concern. Have you had any issues with the rack before, or is this a new development?

Joseph Jackson: Not that I'm aware of, but we did have a pretty heavy delivery come in yesterday, so it's possible it got damaged then.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe, I'm gonna go ahead and create a ticket for this, MEI-19921. I'm gonna mark it as a low priority, but we'll still get someone out to take a look ASAP. In the meantime, it's good that you're blockin' off the area. Can you make sure to post some warning signs, too?

Joseph Jackson: Absolutely, we'll get those up right away.

Agent Thompson: Great. I'm thinkin' we can get someone out to assess the damage within the next 24 to 48 hours. If it's a simple fix, we might be able to get it repaired in-house, but if it's more serious, we might need to bring in a contractor.

Joseph Jackson: That sounds like a plan. What's the best way to get updates on the ticket?

CLOSING

Agent Thompson: You can just give me a call back, or you can check the status online. I'll make sure to keep you updated, Joe. Just to confirm, the ticket number is MEI-19921, and we'll get someone out to take a look as soon as possible.

Joseph Jackson: Appreciate it, Agent Thompson. Thanks for your help.

Agent Thompson: No problem, Joe. You have a great day, and we'll get this taken care of for you.

Joseph Jackson: You too, thanks again.