

Meijer Support Call Transcript — MEI-3586

Ticket ID:	MEI-3586	Priority:	Low
Created:	2024-07-31 07:59:29	Status:	Resolved
Store #:	61	Store:	Towne Blvd., Franklin
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	39.4992565, -84.33156592365378	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?

Jennifer Johnson: Hi Agent Thompson, this is Jennifer Johnson, Team Lead at the Towne Blvd. store in Franklin.

Agent Thompson: Hi Jennifer, nice to talk to you. How's everything going at the store today?

Jennifer Johnson: It's going alright, just a little busy with the morning rush. How about you?

PROBLEM DESCRIPTION

Jennifer Johnson: So, I'm calling about an OSHA concern that one of our team members brought to my attention. Apparently, there's a leak in the dairy cooler that's causing a slip hazard.

Agent Thompson: Okay, I see. Can you tell me more about the leak? Is it a slow drip or a pretty steady stream of water?

Jennifer Johnson: From what I've been told, it's more of a steady stream. And it's been going on for a few hours now. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it's been going on for a few hours and we're getting a little worried about someone slipping and falling.

Agent Thompson: Absolutely, safety first. Have you noticed any water damage or electrical issues near the leak?

Jennifer Johnson: Not that I'm aware of, but I haven't personally seen the leak myself. I've just been told about it by our dairy team.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jennifer. I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-3586. I'm going to mark it as a low priority since it's not an immediate emergency, but we'll still get someone out to take a look at it ASAP.

Jennifer Johnson: Sounds good, thank you.

Agent Thompson: In the meantime, can you please make sure to put up some caution signs around the area and maybe even block it off if possible?

Jennifer Johnson: Absolutely, we'll get right on that.

Agent Thompson: Great. I'm expecting our maintenance team to be out to the store within the next 24-48 hours to take a look at the leak. We'll get it fixed and make sure everything is safe and up to code.

CLOSING

Agent Thompson: Just to summarize, Jennifer, we've created ticket MEI-3586 for the dairy cooler leak at your store. We'll have someone out to take a look at it within the next 24-48 hours. In the meantime, please make sure to take those precautions I mentioned earlier.

Jennifer Johnson: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and stay safe out there!

Jennifer Johnson: You too, thanks again!