

Meijer Support Call Transcript — MEI-8367

Ticket ID:	MEI-8367	Priority:	High
Created:	2024-12-27 16:22:48	Status:	In progress
Store #:	33	Store:	US 31 South, Traverse City
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	44.74342, -85.644644	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?

Jessica Miller: Hi Agent Thompson, this is Jessica Miller, Shift Supervisor at the US 31 South store in Traverse City. How's your day going so far?

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

Jessica Miller: Just a quick issue I wanted to touch base with you about. We've got a bit of a situation here.

PROBLEM DESCRIPTION

Jessica Miller: So, we've had an OSHA concern come up. One of our team members reported a potential hazard with a pallet of canned goods in the stockroom. Apparently, it's not properly secured and could fall.

Agent Thompson: Okay, I see. Can you tell me more about the location of the pallet and what kind of hazard we're talkin' about?

Jessica Miller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it's in the stockroom, near the dairy receiving area. The team member said it's a pretty heavy pallet and it's not tied down or nothin'.

Agent Thompson: Alright, got it. And just to confirm, there aren't any vendors involved in this issue, correct?

Jessica Miller: That's right, no vendors. Just our internal team.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm gonna go ahead and create a ticket for this. This is gonna be MEI-8367. I'm gonna mark it as high priority since it's an OSHA concern. Can you please make sure that area is roped off or blocked until we can get someone out to assess the situation?

Jessica Miller: Absolutely, we'll get that taken care of right away.

Agent Thompson: Great. I'm gonna go ahead and escalate this to our safety team. We should have someone out to you within the next 24 hours to take a look. In the meantime, if you have any other concerns or issues, don't hesitate to reach out.

Jessica Miller: Sounds good, thanks for the help, Agent Thompson.

CLOSING

Agent Thompson: Alright, Jessica, just to summarize, we've got a ticket created, MEI-8367, and we're gonna have someone out to assess the situation within the next 24 hours. If you have any other questions or concerns, feel free to give me a call back.

Jessica Miller: Sounds good, thanks again for your help.

Agent Thompson: You're welcome, Jessica. Have a great day and stay safe out there!

Jessica Miller: You too, thanks!