

Meijer Support Call Transcript — MEI-8383

Ticket ID:	MEI-8383	Priority:	High
Created:	2024-08-26 13:26:49	Status:	Closed
Store #:	129	Store:	Pike Plaza Road, Indianapolis
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	39.8261794, -86.25178842353782	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?

James Davis: Hi Agent Thompson, this is James Davis, Grocery Manager at the Pike Plaza Road store in Indianapolis. How's your day going?

Agent Thompson: Oh, it's goin' great, thanks for askin', James! What can I help you with today?

James Davis: Just need some assistance with a health inspection issue we're dealin' with.

****PROBLEM DESCRIPTION****

James Davis: So, we had a health inspection yesterday and they found some issues with our dairy case temperature controls. Apparently, our milk was at 43 degrees instead of 41. I know it's a small margin, but I want to make sure we're compliant.

Agent Thompson: Okay, got it. Can you tell me more about the inspection? Was it a routine check or a follow-up?

James Davis: It was a routine check, but they did mention we had a similar issue last quarter. (background noise) Sorry, can you hold on a sec? (pause) Okay, sorry about that. Where was I? Ah yeah, so they're requirin' us to take some corrective action.

Agent Thompson: No problem, James. I'm here to help. Can you confirm the inspection was done by the local health department?

James Davis: That's right. Marion County Health Department. They're requirin' us to submit a plan of correction within 48 hours.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Alright, James, I'm gonna go ahead and create a ticket for this issue. This will be ticket MEI-8383. I'm gonna mark it as high priority since it's a compliance issue. Can you tell me what steps you've taken so far to address the temperature control issue?

James Davis: Well, we've already started calibratin' our temperature probes and we're checkin' the dairy case settings. But I want to make sure we're doin' everything we can to prevent this from happenin' again.

Agent Thompson: That's a great start, James. I'm gonna recommend we get our facilities team to take a look at the dairy case and make sure it's functionin' properly. I'll also send over some guidance on temperature control best practices. We should be able to get this resolved within the next 24 hours.

James Davis: That sounds great, thanks for the help, Agent Thompson.

****CLOSING****

Agent Thompson: Alright, James, just to summarize, we've created ticket MEI-8383 and we're gonna work on gettin' your dairy case temperature controls up to code. You can expect a follow-up from our facilities team within the next 24 hours. If you have any further questions or concerns, don't hesitate to reach out.

James Davis: Sounds good, thanks again for your help, Agent Thompson. I appreciate it.

Agent Thompson: No problem, James. Have a great day and we'll talk to you soon. Ticket number again is MEI-8383.