

# Meijer Support Call Transcript — MEI-2560

Ticket ID:	MEI-2560	Priority:	Low
Created:	2024-05-27 18:36:59	Status:	Resolved
Store #:	201	Store:	S. Greenville West Dr., Greenville
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	43.1745531, -85.27722307481446	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 Harris: Hi Agent Thompson, this is Jennifer Harris, Front End Supervisor at the S. Greenville West Dr. store in Greenville.

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

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

\*\*PROBLEM DESCRIPTION\*\*

Jennifer Harris: So, I'm calling about a safety hazard we've got in the store. One of our employees noticed a leak in the dairy cooler, and it's causing a slippery floor issue.

Agent Thompson: Okay, that doesn't sound good. Can you tell me more about the leak? Is it a big one?

Jennifer Harris: Yeah, it's pretty significant. We've got water all over the floor, and our employees are having to navigate around it to stock shelves.

Agent Thompson: I see. And have you guys tried to contain it at all or figure out where it's coming from?

Jennifer Harris: We've tried to mop it up, but it just keeps coming back. And we're not sure where it's coming from yet. (background noise) Oh, sorry about that, I've got a customer asking me a question. (pause) Okay, sorry about the interruption.

Agent Thompson: No worries, Jennifer. So, just to clarify, there's no vendor involved in this issue, correct?

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, I'm going to go ahead and create a ticket for this issue. It'll be MEI-2560. 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 Harris: Sounds good, thank you.

Agent Thompson: In the meantime, can you guys try to block off the area to prevent any slips or falls?

Jennifer Harris: Yeah, we can do that. We've already got some caution signs up, but we can try to do more to block it off.

Agent Thompson: Great. I'm going to estimate that we'll have someone out to take a look at it within the next 24-48 hours.

\*\*CLOSING\*\*

Agent Thompson: Alright, Jennifer, just to summarize, we've got a ticket created for the safety hazard at your store, and we'll have someone out to take a look at it within the next 24-48 hours.

Jennifer Harris: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. Your ticket number is MEI-2560, and we'll be in touch soon. Have a great day, and thanks for calling Health & Safety.

Jennifer Harris: You too, thanks again. Bye.