

Meijer Support Call Transcript — MEI-15099

Ticket ID:	MEI-15099	Priority:	Low
Created:	2025-01-31 09:16:13	Status:	In progress
Store #:	279	Store:	Caberfae Hwy, Manistee
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	44.26682325, -86.2952875749472	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 Rodriguez: Hi, Agent Thompson. This is Joe from the Caberfae Hwy store in Manistee, store number 279. How's your day going so far?

Agent Thompson: Oh, it's going well, thanks for askin'. We're stayin' busy here. What can I help you with today, Joe?

Joseph Rodriguez: Just a safety concern I wanted to reach out about. We've got a bit of a situation here.

PROBLEM DESCRIPTION

Joseph Rodriguez: So, we've got a safety hazard in our produce area. One of the shelves is loose and it's causin' a trippin' hazard. I'm worried someone's gonna get hurt.

Agent Thompson: Okay, that doesn't sound good. Can you tell me more about the shelf? Is it a specific brand or model?

Joseph Rodriguez: (background noise) Hold on just a sec, Agent Thompson... (pause) Sorry about that. Okay, so it's one of our standard shelving units. I'm not sure of the exact model, but it's the one we use for displayin' our apples and oranges.

Agent Thompson: Alright, got it. And you said it's loose? Is it just a matter of tightenin' some screws or is it more serious than that?

Joseph Rodriguez: (interruption) Yeah, I think it's more than just tightenin' some screws. The whole thing's wobbly. I'm worried it's gonna topple over.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe, I'm gonna go ahead and create a ticket for this. That'll be MEI-15099. I'm gonna mark it as a low priority, but I still want to get someone out to take a look at it ASAP.

Joseph Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, can you please make sure to block off the area so customers don't try to access it? We don't want anyone gettin' hurt.

Joseph Rodriguez: Already done, Agent Thompson. I've got some caution tape up and a sign warnin' customers to stay away.

Agent Thompson: Great, thanks for takin' care of that. I'm gonna go ahead and assign this ticket to our facilities team. They should be able to get someone out to you within the next 24 to 48 hours.

****CLOSING****

Agent Thompson: Just to summarize, Joe, we've got a ticket created for the safety hazard in your produce area. I've assigned it to our facilities team and they'll be in touch with you soon.

Joseph Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joe. Your ticket number is MEI-15099, just in case you need to reference it. We'll be in touch soon to follow up.

Joseph Rodriguez: Appreciate it. Have a good day.

Agent Thompson: You too, Joe. Bye for now.