

Meijer Support Call Transcript — MEI-16682

Ticket ID:	MEI-16682	Priority:	Low
Created:	2024-10-12 13:52:32	Status:	Resolved
Store #:	109	Store:	Haggerty Hwy, Commerce
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	42.547492899999995, -83.44219027556255	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?

Robert Davis: Hi Agent Thompson, this is Robert Davis, Front End Supervisor at the Haggerty Hwy store in Commerce.

Agent Thompson: Ah, hi Robert! Nice to talk to you. How's everything going up at store 109 today?

Robert Davis: It's goin' alright, just a little busy with the weekend crowd comin' in. How 'bout you?

PROBLEM DESCRIPTION

Robert Davis: So, I'm callin' about a cleanliness issue we're havin' in the store. We've got a pretty bad mess in the produce area, and I'm not sure how it happened. It looks like one of the displays might've gotten knocked over.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the mess? Is it just a matter of cleanin' up some spilled product, or is there somethin' more goin' on?

Robert Davis: (background noise of store announcements) Yeah, it's pretty messy. We've got juice and fruit all over the floor... (pause) Oh, sorry 'bout that, just had to ask one of my team members to grab a mop. Anyway, like I was sayin', it's a pretty big mess.

Agent Thompson: Alright, got it. And you're not aware of any vendor involvement, like a delivery or somethin' that might've caused the issue?

Robert Davis: No, nothin' like that. Just one of them accidents, I guess.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Robert. I'm gonna go ahead and create a ticket for this issue, MEI-16682. I'll make sure to note that it's a low-priority issue, but we'll still get someone out to help you as soon as possible.

Robert Davis: Sounds good, thanks.

Agent Thompson: In the meantime, can you just make sure to get the area cleaned up as best you can, and maybe put up some caution signs to keep customers away from the mess?

Robert Davis: Already on it. We've got a team member cleanin' it up right now.

Agent Thompson: Great. I'd say we'll have someone out to help you within the next 24 to 48 hours, just to do a follow-up inspection and make sure everything is good to go.

CLOSING

Agent Thompson: Alright, Robert, just to summarize, we've got a ticket created, MEI-16682, and we'll have someone out to help you soon. You'll get an email update when the issue is resolved.

Robert Davis: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, Robert. You have a great day, and don't hesitate to reach out if you need any more assistance.

Robert Davis: Will do, thanks again. Bye!