

Meijer Support Call Transcript — MEI-18133

Ticket ID:	MEI-18133	Priority:	Medium
Created:	2024-06-30 10:55:17	Status:	Closed
Store #:	129	Store:	Pike Plaza Road, Indianapolis
Category:	Compliance/Safety	Type:	Safety Hazard
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?

Daniel Smith: Hi Agent Thompson, this is Daniel Smith, Shift Supervisor at the Pike Plaza Road store in Indianapolis. How's your day going so far?

Agent Thompson: Oh, it's goin' alright, thanks for askin', Daniel. What can I help you with today?

Daniel Smith: Just need some assistance with a safety issue we're dealin' with here.

PROBLEM DESCRIPTION

Daniel Smith: So, we've got a safety hazard in our produce department. One of the pallets of apples fell over and now there's a big mess on the floor. We're worried someone's gonna slip and fall.

Agent Thompson: Okay, sorry to hear that, Daniel. Can you tell me more about the situation? How big's the mess and have you cordoned off the area yet?

Daniel Smith: Yeah, it's pretty big. We've got caution tape up around it, but it's still a hazard. (background noise) Oh, sorry about that, just one of our team members walkin' by. Anyway, we're short-staffed today, so I'm not sure how quickly we can get it cleaned up.

Agent Thompson: Alright, no worries. Just to clarify, there aren't any vendors involved in this issue, correct?

Daniel Smith: That's right, no vendors. Just our internal team.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Daniel, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-18133. I'm gonna mark it as medium priority since it's a safety hazard. Can you tell me what you've done so far to mitigate the issue?

Daniel Smith: Like I said, we've got caution tape up, but that's about it. We're waitin' for some more staff to arrive to help clean it up.

Agent Thompson: Alright, that sounds like a good plan. In the meantime, I recommend you make sure to post some signs warnin' customers about the slippery floor. We should be able to get someone out to help you with the cleanup within the next few hours.

Daniel Smith: Sounds good, thanks.

CLOSING

Agent Thompson: Alright, Daniel, just to summarize, we've got a ticket created for the safety hazard in your produce department. I'll make sure to follow up with you within the next few hours to check on the status. Your ticket number is MEI-18133, just in case you need to reference it.

Daniel Smith: Appreciate it, Agent Thompson. Thanks for your help.

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