

Meijer Support Call Transcript — MEI-14914

Ticket ID:	MEI-14914	Priority:	Low
Created:	2024-10-29 09:06:47	Status:	Open
Store #:	273	Store:	Lincoln Highway, Mokena
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	41.49943605, -87.89025984443204	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?

Elizabeth Smith: Hi Agent Thompson, this is Elizabeth Smith, Assistant Manager at the Lincoln Highway store in Mokena.

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

Elizabeth Smith: Oh, you know, just trying to get through the morning rush. We've got a pretty busy day ahead of us.

PROBLEM DESCRIPTION

Elizabeth Smith: So, I'm calling about an OSHA concern that one of our team members brought to my attention. Apparently, there's a leak in the dairy cooler that's causing a slip hazard.

Agent Thompson: Okay, I see. Can you tell me more about the leak? Is it a slow drip or a pretty significant issue?

Elizabeth Smith: From what I've been told, it's a pretty steady stream of water. We've got cones up around the area, but I'm worried about someone slipping and falling.

Agent Thompson: That does sound like a concern. Have you noticed any water damage or mold growth in the area?

Elizabeth Smith: Not yet, but like I said, it's a pretty new issue. We just noticed it this morning. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Ah yes, the leak.

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

Elizabeth Smith: That's right. It's just our in-store maintenance team that will need to take care of it.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, I'm going to go ahead and take a look at this. I've got your ticket number as MEI-14914. I'm going to recommend that we get someone out to take a look at that cooler ASAP.

Elizabeth Smith: That sounds great, thank you. How soon can we expect someone to arrive?

Agent Thompson: I'd say within the next 24 to 48 hours, depending on our maintenance team's schedule. In the meantime, please make sure to keep those cones up and consider relocating any inventory that's at risk of water damage.

Elizabeth Smith: Will do. And what about the OSHA concern? Will we need to file any additional paperwork?

Agent Thompson: We'll take care of all the necessary paperwork on our end. I'll just need you to keep an eye on the situation and let me know if anything changes.

CLOSING

Agent Thompson: So, just to summarize, we've got a ticket open for the dairy cooler leak at your store, and we'll have someone out to take a look within the next 24 to 48 hours.

Elizabeth Smith: Sounds good. What's the ticket number again?

Agent Thompson: It's MEI-14914. I'll go ahead and send you a follow-up email with all the details. If you have any other questions or concerns, don't hesitate to reach out.

Elizabeth Smith: Thanks so much, Agent Thompson. I appreciate your help.