

Meijer Support Call Transcript — MEI-14004

Ticket ID:	MEI-14004	Priority:	Low
Created:	2025-06-03 17:22:48	Status:	In progress
Store #:	158	Store:	E. Beltline Ave. N.E., Grand Rapids
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.99654235, -85.5944106612325	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?

Christopher Brown, Team Lead at the E. Beltline Ave. N.E. store in Grand Rapids. Hi, how's your day going so far?

It's going alright, thanks for askin'. We've got a bit of a situation here I need some help with.

No problem at all, Christopher. What's goin' on at your store?

PROBLEM DESCRIPTION

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. I'm worried someone's gonna slip and fall.

Okay, sorry to hear that. Can you tell me more about what happened? Was it a store employee or a customer who knocked it over?

I'm not entirely sure, but I think it might've been one of our stockers. We've been gettin' in a lot of shipments today and it's been pretty chaotic.

/background noise of store announcements and customer chatter/

I see. And have you cordoned off the area to prevent any accidents?

Yeah, we've got some cones up, but I'm not sure how long it's gonna take us to get it all cleaned up.

TROUBLESHOOTING/RESOLUTION

Okay, Christopher, I'm gonna go ahead and take a look at this. Since it's a safety hazard, I'm gonna prioritize it. I've already created a ticket for you, MEI-14004.

Great, thanks. I appreciate it.

I'm gonna recommend that you get a crew in there to clean it up ASAP. In the meantime, make sure those cones stay up and consider puttin' up a wet floor sign, just in case.

That's a good idea. We'll get right on it.

I'm gonna go ahead and escalate this to our facilities team to get someone out there to help with the cleanup. You should see someone within the next 2-3 hours.

CLOSING

Just to summarize, we're gonna get a crew out to help with the cleanup and I've created ticket MEI-14004 for you. You should see someone soon.

Sounds good, thanks for your help, Agent Thompson.

You're welcome, Christopher. If you have any other issues or concerns, don't hesitate to reach out. We'll follow up with you tomorrow to make sure everything's been taken care of.

Thanks again, appreciate it.

You're welcome, have a great day!