

Meijer Support Call Transcript — MEI-8227

Ticket ID:	MEI-8227	Priority:	High
Created:	2025-05-05 13:37:15	Status:	In progress
Store #:	47	Store:	E. 16th Street, Holland
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	42.78095885, -86.07543415278253	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 Davis: Hi Agent Thompson, this is Chris Davis, Department Manager at the E. 16th Street store in Holland. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Chris. What can I help you with today?

Christopher Davis: Just a quick issue I wanted to touch base with you about. We're having some concerns with cleanliness in the store.

PROBLEM DESCRIPTION

Christopher Davis: Yeah, so we've had some customer complaints about the condition of our produce stand and the floors in the dairy department. It's just not up to our usual standards. (background noise of store announcements) Sorry, can you hear me okay?

Agent Thompson: Yeah, I can hear you fine, Chris. Can you tell me more about what's goin' on with the produce stand? Is it a matter of not bein' restocked or...?

Christopher Davis: It's more like the displays aren't bein' cleaned regularly. We've had some issues with spills and messes not gettin' cleaned up in a timely manner. And in dairy, the floors are just lookin' dirty. We've tried to stay on top of it, but it's just not gettin' done.

Agent Thompson: Okay, got it. And have you talked to your team about this, or is this somethin' that just came up recently?

Christopher Davis: We've been tryin' to address it, but it's just not gettin' better. That's why I'm callin' for some assistance.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Chris, I'm gonna go ahead and take a look at this. I'm gonna create a ticket, MEI-8227, and we'll get someone out to help you ASAP. This is a high-priority issue, so I'm gonna make sure we get someone on it right away.

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

Agent Thompson: We should be able to get someone out to you within the next 24 hours. In the meantime, can you make sure your team is aware of the issue and try to stay on top of the cleanin' as much as possible?

Christopher Davis: Absolutely, we'll do our best. What's the plan for gettin' this resolved?

Agent Thompson: We'll send out a team to assess the situation and provide additional cleanin' support as needed. We'll also review our procedures to make sure this doesn't happen again in the future.

****CLOSING****

Agent Thompson: Alright, Chris, just to summarize, we've created ticket MEI-8227 and we'll have someone out to help you within the next 24 hours. You should receive an update on the status of the ticket via email.

Christopher Davis: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. We appreciate you bringin' this to our attention. If you have any other issues, don't hesitate to reach out. Have a great day!

Christopher Davis: You too, thanks again.