

Meijer Support Call Transcript — MEI-6420

Ticket ID:	MEI-6420	Priority:	Medium
Created:	2025-01-06 16:38:19	Status:	Resolved
Store #:	214	Store:	S. Route 59, Plainfield
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	41.635802, -88.20469	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Health & Safety, this is Agent Karen. How can I help you today?

Amanda Thompson, Team Lead at the S. Route 59 store in Plainfield. Hi, Karen.

Hi Amanda, nice to talk to you. How's everything going at the store today?

Oh, it's been a busy morning, but we're managing. Just dealing with a little issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

So, we had a health inspection this morning and they found a few things that need our attention. Specifically, they're requiring us to re-sanitize our deli area and re-train our staff on proper food handling procedures.

Okay, I see. Can you tell me more about what the inspector found, Amanda? (background noise of store announcements)

Well, they said our temperature logs weren't up to date and they found some expired products in the cooler. (pause) Oh, sorry, Karen, can you hold on just a sec? (brief hold) Sorry about that, where was I? Ah yes, the expired products.

No problem, Amanda. I'm here to help. So, just to clarify, the inspector didn't mention any specific vendors or products that were out of compliance?

No, it was just a general issue with our procedures. We're going to re-train our staff and get everything back up to speed.

TROUBLESHOOTING/RESOLUTION

Okay, Amanda, I'm going to go ahead and create a ticket for this issue. That'll be MEI-6420. I'll make sure to note the priority as medium. In the meantime, I recommend you go ahead and start re-sanitizing the deli area and scheduling that re-training for your staff.

Sounds good, Karen. How long do you think it'll take to get everything resolved?

I'd say we're looking at about 24-48 hours to get everything back in compliance. I'll make sure to follow up with you tomorrow to check on your progress.

Okay, that sounds great. Thanks for your help, Karen.

CLOSING

Just to summarize, Amanda, we've got a ticket open for the health inspection issue at your store. I've noted the priority as medium and we're expecting to have everything resolved within 24-48 hours. Your ticket number is MEI-6420, just in case you need to reference it.

Got it, thanks Karen. I appreciate your help.

You're welcome, Amanda. Have a great day and I'll talk to you soon. Bye!