

Meijer Support Call Transcript — MEI-10713

Ticket ID:	MEI-10713	Priority:	High
Created:	2025-03-17 13:42:52	Status:	Open
Store #:	223	Store:	Harrison Ave., Cincinnati
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	39.19466645, -84.65774293005995	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?

Andrew Garcia: Hi, Agent Thompson. This is Andrew Garcia, Assistant Manager at the Harrison Ave. store in Cincinnati.

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

Andrew Garcia: It's going, just dealing with a few issues. Thanks for asking.

PROBLEM DESCRIPTION

Andrew Garcia: So, I've got an OSHA concern that I need some assistance with. We've had a few employees report some issues with the pallet jack in the stockroom, and I'm worried it might be a safety hazard.

Agent Thompson: Okay, can you tell me more about what's going on with the pallet jack? Is it not functioning properly or...?

Andrew Garcia: Yeah, it's just not lifting like it's supposed to, and we're worried someone's gonna get hurt trying to use it. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the pallet jack.

Agent Thompson: No problem, Andrew. So, just to clarify, you've had multiple employees report issues with the pallet jack, and you're concerned about the safety implications?

Andrew Garcia: That's right. We've had a few close calls already, and I don't want anyone to get hurt.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Andrew, I'm going to go ahead and escalate this issue since it's a high-priority OSHA concern. I'm creating a ticket, MEI-10713, to track this issue. Can you tell me if you've tried troubleshooting the pallet jack at all?

Andrew Garcia: Yeah, we've tried checking the battery and making sure it's properly maintained, but nothing seems to be working.

Agent Thompson: Alright, I'm going to recommend that you take the pallet jack out of service immediately to prevent any further incidents. I'll also go ahead and schedule a maintenance visit to take a look at it. We should be able to get someone out there within the next 24-48 hours.

Andrew Garcia: That sounds great, thank you. What's the timeline looking like for getting this resolved?

CLOSING

Agent Thompson: So, just to summarize, we're going to take the pallet jack out of service, and I'll schedule a maintenance visit to take a look at it. Your ticket number is MEI-10713, and I'll make sure to follow up with you within the next 24 hours to check on the status.

Andrew Garcia: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Andrew. We'll get this taken care of as soon as possible. Have a great day, and stay safe out there!

Andrew Garcia: You too, thanks again.