

Meijer Support Call Transcript — MEI-21534

Ticket ID:	MEI-21534	Priority:	Low
Created:	2024-12-16 09:48:52	Status:	Resolved
Store #:	167	Store:	Allison Lane, Jeffersonville
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	38.32329695, -85.70910577900068	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, Grocery Manager at the Allison Lane store in Jeffersonville. Hi, Karen.

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

Oh, you know, just trying to get through the holiday rush. We're slammed with customers.

PROBLEM DESCRIPTION

So, I'm calling about an OSHA concern that's come up. We've had a few employees report some issues with the pallet jack in the stockroom. It's not functioning properly and we're worried about someone getting hurt.

Can you tell me more about the issue with the pallet jack, Amanda? What's happening exactly?

Well, it's just not lifting properly. We've had a few close calls already. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, we're concerned about someone getting injured.

I understand. Have you noticed any error messages or warning lights on the pallet jack?

No, nothing like that. It just seems to be malfunctioning. We've tried troubleshooting it ourselves, but we can't seem to figure out the problem.

Is this a new pallet jack or one that's been in use for a while?

It's one of our older ones. We've had it for a few years now.

TROUBLESHOOTING/RESOLUTION

Okay, Amanda, I'm going to go ahead and create a ticket for this issue. That'll be MEI-21534. I'm going to mark it as a low priority since it's not an immediate hazard, but we'll still get someone out to take a look at it ASAP.

Okay, that sounds great. How soon can we expect someone to come out and take a look?

I'd say within the next 24 to 48 hours. We'll get one of our maintenance team members to come out and assess the situation. In the meantime, I recommend that you remove the pallet jack from service to prevent any further incidents.

That makes sense. We'll go ahead and do that right away.

CLOSING

Just to summarize, Amanda, we've created ticket MEI-21534 for the OSHA concern with the pallet jack. We'll have someone out to take a look within the next 24 to 48 hours. If you have any further issues or concerns, don't hesitate to reach out.

Sounds good, Karen. Thanks for your help.

You're welcome, Amanda. Have a great day and stay safe out there. We'll be in touch soon.