

# Meijer Support Call Transcript — MEI-3543

Ticket ID:	MEI-3543	Priority:	Medium
Created:	2025-04-29 14:56:17	Status:	Resolved
Store #:	44	Store:	W. Hill Road, Flint
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.9468489, -83.72873408044723	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 Taylor: Hi Agent Thompson, this is Andrew Taylor, Assistant Manager at the W. Hill Road store in Flint. How's your day going so far?

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

Andrew Taylor: Just a quick issue I wanted to touch base with you about. We've got a bit of a safety hazard on our hands.

\*\*PROBLEM DESCRIPTION\*\*

Andrew Taylor: So, we've got a spill in aisle 3, and our maintenance team is tied up with a broken freezer in the dairy department. I'm worried someone's gonna slip and fall.

Agent Thompson: Okay, I understand. Can you tell me more about the spill? What's the substance, and how big is the area affected?

Andrew Taylor: It's a pretty big area, about 10 feet by 10 feet. Looks like someone knocked over a display of juice bottles. (background noise) Oh, sorry about that, I've got a customer asking me a question. (pause) Anyway, like I was sayin', it's a pretty big mess.

Agent Thompson: Alright, got it. And you've got signs up to block off the area, right?

Andrew Taylor: Yeah, we've got cones and signs up, but I'm still worried someone's gonna try to sneak through.

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Andrew, I'm gonna go ahead and create a ticket for this. That'll be MEI-3543. I'm gonna mark it as a medium priority, since it's not an immediate emergency, but we still want to get it taken care of ASAP.

Andrew Taylor: Sounds good, thanks.

Agent Thompson: In the meantime, can you make sure your team keeps an eye on the area and ensures those signs and cones stay in place? I'll also go ahead and notify our facilities team to get someone out to clean up the spill as soon as possible.

Andrew Taylor: Will do. What's the timeline looking like for the cleanup?

Agent Thompson: We should have someone out there within the next 2-3 hours. I'll make sure to keep you updated on the status of the ticket.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, Andrew, we've got a ticket created, MEI-3543, and we'll have someone out to clean up the spill as soon as possible. You'll keep an eye on the area and ensure those signs and cones stay in place, right?

Andrew Taylor: That's right, thanks for your help, Agent Thompson.

Agent Thompson: No problem, Andrew. We'll get this taken care of for you. If you have any other issues, don't hesitate to reach out. Have a great day!

Andrew Taylor: You too, thanks again.