

Meijer Support Call Transcript — MEI-15091

Ticket ID:	MEI-15091	Priority:	Low
Created:	2025-04-07 20:38:02	Status:	Resolved
Store #:	331	Store:	West State Street, Alliance
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	40.8989951, -81.15562586124082	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?

Robert Williams: Hi Agent Thompson, this is Robert Williams, Team Lead at the West State Street store in Alliance.

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

Robert Williams: Oh, you know, just trying to keep up with the afternoon rush. We've got a bit of a situation I wanted to touch base with you about.

PROBLEM DESCRIPTION

Robert Williams: So, we've got a cleanliness issue in our produce department. One of our team members noticed some spills on the floor and some of the displays aren't looking as tidy as they should be.

Agent Thompson: I see. Can you tell me more about the spills? Are they from a specific product or just general foot traffic?

Robert Williams: (background noise of store announcements) Sorry about that, just a minute... Okay, so it looks like we've got some juice spills and some debris from the fruit stand. We've tried to clean it up, but it's just not looking right.

Agent Thompson: Okay, got it. And have you noticed any other issues in the store, like any equipment malfunctions or anything like that?

Robert Williams: No, nothing like that. Just this one area that's giving us some trouble.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Robert, I'm going to go ahead and create a ticket for this issue. That'll be MEI-15091. I'm going to mark it as a low priority, but I still want to get someone out to take a look at it as soon as possible.

Robert Williams: Sounds good, thanks.

Agent Thompson: In the meantime, can you make sure that area is blocked off and that your team is aware of the issue? We don't want any customers slipping and falling.

Robert Williams: Absolutely, we'll get that taken care of right away.

Agent Thompson: Great. I'm expecting this to be resolved within the next 24 hours. We'll have someone from our facilities team come out to take a look and give you a deep clean.

CLOSING

Agent Thompson: Just to summarize, Robert, we've got a ticket open for the cleanliness issue in your produce department. The ticket number is MEI-15091. We'll have someone out to take a look within the next 24 hours.

Robert Williams: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and thanks for keeping our store safe and clean!

Robert Williams: You too, thanks again.