

# Meijer Support Call Transcript — MEI-5226

Ticket ID:	MEI-5226	Priority:	Low
Created:	2024-07-01 03:17:57	Status:	Resolved
Store #:	104	Store:	Hilliard-Rome Road, Columbus
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	39.98378905, -83.15429227331046	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?

Matthew Jones: Hi Agent Thompson, this is Matthew Jones, Shift Supervisor at the Hilliard-Rome Road store in Columbus.

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

Matthew Jones: It's going alright, just a little busy with the summer sales. How about you?

### \*\*PROBLEM DESCRIPTION\*\*

Matthew Jones: So, we just had a health inspection and we're having some issues with our food handling procedures. The inspector found some temperature control problems in our dairy department.

Agent Thompson: Okay, can you tell me more about that? What specifically did the inspector find?

Matthew Jones: (background noise) Sorry about this, I'm on the floor right now... Okay, so they found that our milk was at 42 degrees instead of 41. And our ice cream was at 20 degrees instead of 18.

Agent Thompson: Alright, got it. And did the inspector give you any specific guidance on how to correct these issues?

Matthew Jones: Yeah, they said we need to re-train our staff on proper temperature control and make sure our equipment is calibrated correctly.

Agent Thompson: Okay, that makes sense. And just to confirm, there's no vendor involved in this issue, correct?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Matthew, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-5226. I'm going to prioritize this as low, since it's not an immediate food safety risk.

Matthew Jones: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you go ahead and start re-training your staff on proper temperature control procedures. We can also send someone out to calibrate your equipment if needed.

Matthew Jones: Alright, that sounds like a plan.

Agent Thompson: I'm going to estimate that we'll have someone out to your store within the next 3-5 business days to follow up on this issue.

### \*\*CLOSING\*\*

Agent Thompson: Just to summarize, Matthew, we're going to create ticket MEI-5226 to track this issue and we'll have someone out to your store within the next 3-5 business days to follow up.

Matthew Jones: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Matthew. Your ticket number is MEI-5226, and we'll be in touch soon. Have a great day!

Matthew Jones: You too, thanks again.