

Meijer Support Call Transcript — MEI-14956

Ticket ID:	MEI-14956	Priority:	Low
Created:	2025-06-12 18:40:11	Status:	Open
Store #:	132	Store:	S. Marlin Drive, Greenwood
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	39.614116, -86.1619629	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?

Daniel Rodriguez: Hi Agent Thompson, this is Dan Rodriguez, Store Manager at the S. Marlin Drive Meijer in Greenwood.

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

Daniel Rodriguez: It's going alright, just a few issues we're trying to tackle. Nice day in Indiana, though!

PROBLEM DESCRIPTION

Daniel Rodriguez: So, I'm calling about a cleanliness issue we're having in the store. We've had some complaints about the condition of our produce stand and dairy department.

Agent Thompson: I see. Can you tell me more about what's going on? What kind of complaints are you getting?

Daniel Rodriguez: (background noise of store announcements) Sorry about that. Anyway, it seems like our floors aren't getting cleaned as frequently as they should be, and we're getting some feedback about spills and messes not being cleaned up right away.

Agent Thompson: Okay, got it. And are you noticing any specific issues with the cleaning schedule or the staff responsible for cleaning?

Daniel Rodriguez: (interrupted by a store employee) Yeah, just a minute... (back to the call) Sorry about that. Yeah, it seems like our night crew might be missing some spots, and we're not getting the same level of cleanliness we expect.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Dan, I'm going to go ahead and take a look at this. I've created ticket MEI-14956 for you. Can you tell me when you first noticed this issue?

Daniel Rodriguez: It started a few days ago, but it's gotten worse over the past 24 hours.

Agent Thompson: Okay, I'm going to recommend that you increase the frequency of your floor cleanings, especially in high-traffic areas like produce and dairy. I'd also like you to review your cleaning schedules and make sure your staff is following protocol.

Daniel Rodriguez: That sounds like a good plan. How soon can we expect some support or follow-up on this issue?

Agent Thompson: I'd expect someone from our team to reach out to you within the next 24-48 hours to check on the status of the issue and provide any additional support you might need.

****CLOSING****

Agent Thompson: Just to summarize, Dan, we're going to increase floor cleanings, review cleaning schedules, and follow up with you within 24-48 hours. Your ticket number is MEI-14956.

Daniel Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Dan. We'll get this taken care of for you. Have a great day, and thanks for shopping Meijer!

Daniel Rodriguez: You too, thanks again!