

Meijer Support Call Transcript — MEI-17216

Ticket ID:	MEI-17216	Priority:	Low
Created:	2025-07-11 11:18:55	Status:	Closed
Store #:	314	Store:	East Dupont Road, Fort Wayne
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	41.1759894, -85.08948584160174	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?

Ashley Martin, Team Lead at the East Dupont Road store in Fort Wayne. Hi, how's your day going so far?

It's going well, thanks for asking, Ashley. What can I help you with at store 314?

We've got a bit of a situation here, so I appreciate you taking my call.

PROBLEM DESCRIPTION

We've got a safety hazard in our produce department. One of the pallets of apples fell over, and now there's a big mess on the floor. I'm worried someone's gonna slip and fall. We've got a lot of customers shopping right now, so I need some help getting this cleaned up ASAP.

Okay, Ashley, can you tell me more about the spill? How big is the area affected?

It's pretty big, probably about 10 feet by 10 feet. And like I said, it's right in the middle of the produce department, so it's a high-traffic area. (background noise of store announcements and customer chatter)

I see. And have you notified your store manager about the issue yet?

Yeah, I just talked to them, and they're on their way to help me get it cleaned up. But I wanted to go ahead and call you guys to report the incident and get some guidance on how to handle it.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm going to go ahead and create a ticket for this incident. That'll be ticket number MEI-17216. In the meantime, I recommend that you and your team get the area blocked off with some caution tape to prevent any customers from slipping. Can you do that for me?

Yeah, we can do that. We've got some tape in our maintenance closet.

Great. I'm also going to send an email to our safety team to review the incident and provide some additional guidance. You should hear back from them within the next 24 hours.

That sounds good. What's the timeline looking like for getting this resolved?

Well, like I said, our safety team will review the incident and get back to you within 24 hours. In the meantime, just make sure to keep the area blocked off and clean up the spill as soon as possible.

CLOSING

Just to summarize, Ashley, I've created ticket MEI-17216 for the safety hazard in your produce department. You're going to block off the area with caution tape, and our safety team will follow up with you within 24 hours. Is that correct?

That's right. Thanks for your help, Agent Thompson.

You're welcome, Ashley. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and stay safe out there!

You too, thanks again. Bye.