

Meijer Support Call Transcript — MEI-24515

Ticket ID:	MEI-24515	Priority:	Low
Created:	2024-12-14 22:38:49	Status:	Closed
Store #:	25	Store:	W. Grand River Ave., Okemos
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	42.71906835, -84.4248176124699	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?

Michael Lee: Hi Agent Thompson, this is Michael Lee, Store Manager at the W. Grand River Ave. store in Okemos. How's your day going?

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

Michael Lee: Just dealing with the usual holiday rush, you know how it is. (background noise of store announcements) Anyway, I've got a bit of an issue here.

PROBLEM DESCRIPTION

Michael Lee: 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, sorry to hear that, Michael. Can you tell me more about the specific issues they found? Was it with our refrigeration units or...?

Michael Lee: (interrupted by a store employee in the background) Yeah, sorry about that. (to the employee) Just a minute, please. (back to Agent Thompson) Anyway, it was with our refrigeration units. They said we weren't maintaining the proper temperature.

Agent Thompson: Alright, got it. And did the inspector provide any specific guidance on what we need to do to correct the issue?

Michael Lee: Yeah, they said we need to re-train our staff on proper temperature control procedures and also do some additional cleaning and sanitizing in the dairy department.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Michael, I'm going to go ahead and create a ticket for this issue. That'll be MEI-24515. I'll also go ahead and send over some additional resources on temperature control procedures that you can use for re-training your staff.

Michael Lee: That sounds great, thank you. How soon can we expect someone to come out and help us with this?

Agent Thompson: Well, since this is a low-priority issue, I'd say we're looking at a timeline of about 3-5 business days before someone can come out to assist you. In the meantime, I recommend that you go ahead and start re-training your staff and doing that additional cleaning and sanitizing.

Michael Lee: Alright, that sounds like a plan.

****CLOSING****

Agent Thompson: Just to summarize, Michael, I've created ticket MEI-24515 for the health inspection issue at your store. We'll have someone out to assist you within 3-5 business days. In the meantime, please go ahead and start re-training your staff and doing that additional cleaning and sanitizing.

Michael Lee: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Michael. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and happy holidays!

Michael Lee: You too, thanks again!