

Meijer Support Call Transcript — MEI-1784

Ticket ID:	MEI-1784	Priority:	Low
Created:	2025-01-29 14:52:50	Status:	Resolved
Store #:	328	Store:	Cassopolis Street, Elkhart
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	41.719835200000006, -85.96919617684316	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 Garcia: Hi Agent Thompson, this is Matthew Garcia, Shift Supervisor at the Cassopolis Street store in Elkhart.

Agent Thompson: Hi Matthew, nice to talk to you. How's everything going up in Elkhart today?

Matthew Garcia: Oh, you know, just trying to stay on top of things. We've got a pretty busy day going on.

PROBLEM DESCRIPTION

Matthew Garcia: So, I'm calling about an OSHA concern that one of our team members brought to my attention. Apparently, there's a leak in the dairy cooler that's causing a slip hazard.

Agent Thompson: Okay, I see. Can you tell me more about the leak? Is it a slow drip or a pretty significant leak?

Matthew Garcia: From what I've been told, it's a pretty steady stream of water. We've got cones up around it, but I'm worried about someone slipping and falling.

Agent Thompson: Alright, that does sound like a concern. Have you noticed any water damage or electrical issues nearby?

Matthew Garcia: Not yet, but like I said, it's a busy day and I haven't had a chance to fully investigate. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, I was hoping you could help me figure out what to do next.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Matthew, I'm going to go ahead and create a ticket for this issue. That'll be MEI-1784. I'm going to mark it as a low priority since it's not an immediate emergency, but we'll still get someone out to take a look as soon as possible.

Matthew Garcia: Sounds good, thanks. What's the timeline looking like for getting this fixed?

Agent Thompson: We should be able to get a maintenance team out to you within the next 24 to 48 hours. In the meantime, just make sure to keep those cones up and maybe consider putting up some extra warning signs.

Matthew Garcia: Alright, that sounds like a plan. And just to confirm, you've got all the details for the ticket, right?

Agent Thompson: Yes, I've got everything. I've got the store number, the location of the issue, and the description of the problem.

****CLOSING****

Agent Thompson: So, just to summarize, we've got a ticket created for the dairy cooler leak at store 328. I'll make sure to follow up with you within the next 24 hours to check on the status.

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

Agent Thompson: You're welcome, Matthew. Your ticket number is MEI-1784, and I'll be in touch soon. Have a great day, and stay safe out there!

Matthew Garcia: You too, thanks again!