

Meijer Support Call Transcript — MEI-5382

Ticket ID:	MEI-5382	Priority:	Low
Created:	2024-07-11 17:44:40	Status:	In progress
Store #:	213	Store:	Birch Run Road, Birch Run
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	43.2529461, -83.76547198171373	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?

Christopher Martinez, Team Lead at the Birch Run Road store in Birch Run. Hi, how's it going?

Oh, hi Christopher! Nice to talk to you. How's everything going up in Birch Run?

It's going alright, just dealing with a few issues. Thanks for asking.

PROBLEM DESCRIPTION

So, I'm calling about an OSHA concern that's come up. We've got a situation where one of our stockroom aisles is blocked by a pallet of canned goods, and it's creating a tripping hazard. I'm worried someone's gonna get hurt.

Can you tell me more about the pallet, Christopher? How long has it been there?

Well, let me check... (background noise) ...okay, it's been there since yesterday afternoon. We had a shipment come in and our receiving team didn't get a chance to put it away yet.

I see. And have you talked to your receiving team about getting it moved?

Yeah, I've reminded them a few times, but we're short-staffed today and it's been a madhouse in here. (pause) Sorry, what was that? (to someone in the background) Not now, I'm on the phone.

No worries, Christopher. I'm just trying to get a better understanding of the situation. Can you tell me if anyone's reported any near-misses or incidents related to this pallet?

TROUBLESHOOTING/RESOLUTION

Okay, I think I understand the issue. I'm going to go ahead and provide some guidance. In the meantime, can you please make sure to cone off the area around the pallet to prevent anyone from walking through there?

Yeah, that's a great idea. I'll get our maintenance team on that right away.

I'm also going to reference the ticket I'm creating, MEI-5382, so we can keep track of this issue. I'm going to mark it as a low priority, but I still want to make sure we get it resolved ASAP. Can you expect to have the pallet moved by the end of the day?

That's the plan. I'll make sure to follow up with our receiving team and get it taken care of.

CLOSING

Just to summarize, Christopher, you're going to cone off the area around the pallet and get it moved by the end of the day. I've created ticket MEI-5382 to track this issue. If you have any further concerns or issues, don't hesitate to reach out.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Christopher. Have a great day and stay safe out there!