

# Meijer Support Call Transcript — MEI-9003

Ticket ID:	MEI-9003	Priority:	Medium
Created:	2025-02-14 13:09:02	Status:	Closed
Store #:	214	Store:	S. Route 59, Plainfield
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	41.635802, -88.20469	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?

Michelle Harris: Hi, Agent Thompson. This is Michelle Harris, Grocery Manager at the S. Route 59 store in Plainfield.

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

Michelle Harris: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation I need some help with.

### \*\*PROBLEM DESCRIPTION\*\*

Michelle Harris: So, we've got a safety hazard in our produce department. One of the shelves is loose and it's causing a bit of a tripping hazard. I'm worried someone's gonna get hurt.

Agent Thompson: Okay, that doesn't sound good. Can you tell me more about the shelf? Is it a freestanding unit or part of a larger display?

Michelle Harris: It's a freestanding unit, and it's right in front of our organic produce section. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the shelf. It's just been getting a lot of use lately and I think it might have gotten damaged.

Agent Thompson: Alright, got it. And have you noticed any other issues with the shelf or the surrounding area?

Michelle Harris: Not really, just that one shelf. But like I said, it's a pretty high-traffic area, so I want to get it fixed ASAP.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Michelle, I'm going to go ahead and create a ticket for this issue. That'll be MEI-9003. I'm going to mark it as a medium priority since it's a safety hazard. Can you tell me if you've tried to tighten the shelf or anything like that?

Michelle Harris: Yeah, we've tried to tighten it, but it's still not stable. I think we might need to replace the whole unit.

Agent Thompson: Alright, that's what I was thinking too. I'm going to go ahead and recommend that we send a maintenance team out to take a look at it. We should be able to get someone out there within the next 24 hours.

Michelle Harris: That sounds great, thank you. I just want to make sure our customers are safe.

### \*\*CLOSING\*\*

Agent Thompson: Alright, Michelle, just to summarize, we're going to send a maintenance team out to take a look at the shelf and replace it if necessary. Your ticket number is MEI-9003. Is there anything else I can help you with today?

Michelle Harris: No, that's all. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. We'll get that taken care of for you. Have a great day and stay safe out there!

Michelle Harris: You too, thanks again. Bye!