

Meijer Support Call Transcript — MEI-25072

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| Ticket ID: | MEI-25072 | Priority: | Medium |
| Created: | 2024-10-22 01:14:10 | Status: | In progress |
| Store #: | 132 | Store: | S. Marlin Drive, Greenwood |
| Category: | Compliance/Safety | Type: | Safety Hazard |
| Coordinates: | 39.614116, -86.1619629 | 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 Jackson, Produce Manager at the S. Marlin Drive store in Greenwood. Hi, how's it going?

Oh, hi Ashley! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not much, just a safety concern I wanted to get some help with.

PROBLEM DESCRIPTION

So, we've got a safety hazard in our produce area. 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 comin' through that area, especially with the apple sale we've got goin' on this week.

Okay, Ashley, can you tell me more about the pallet? Was it properly secured before it fell?

Yeah, I think so... let me check real quick. (background noise) Okay, yeah, it looks like it was tied down, but maybe not tight enough. We've had some issues with our pallets bein' unstable lately.

I see. And have you noticed any other hazards in the area that could be contributin' to the problem?

Well, now that you mention it, our floor cleaner did break down yesterday, so we haven't been able to get the floor as clean as we'd like. (interrupted by background noise) Sorry, what was that? Oh, sorry about that, just one of my team members needin' some help with somethin'.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-25072. I'm gonna prioritize this as a medium priority, but I want to make sure we get someone out to help you ASAP. Can you please make sure the area is blocked off to prevent any accidents?

Yeah, we've already got cones up around it. What's the timeline lookin' like for gettin' this fixed?

I'm gonna go ahead and assign this to our facilities team. They should be able to get someone out to you within the next 24 hours. In the meantime, I recommend you and your team just keep a close eye on the area and make sure it's safe for customers.

Okay, that sounds good. And what about the floor cleaner? Should we just go ahead and call a repair service for that?

Yeah, that's a good idea. I can provide you with some contact info for a recommended repair service if you'd like.

****CLOSING****

Alright, Ashley, just to summarize, we've got a ticket created for the safety hazard in your produce area, and we're gonna get someone out to help you within the next 24 hours. Your ticket number is MEI-25072. Is there anything else you need from me today?

No, that's all. Thanks for your help, Agent Thompson!

You're welcome, Ashley. We'll get this taken care of for you. Have a great day, and please let me know if you have any other issues!