

Meijer Support Call Transcript — MEI-4037

Ticket ID:	MEI-4037	Priority:	Medium
Created:	2024-12-06 12:49:02	Status:	Resolved
Store #:	107	Store:	Colonel Glenn Hwy, Fairborn
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	39.77747345, -84.07364279472327	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?

Elizabeth White: Hi Agent Thompson, this is Elizabeth White, Department Manager at the Colonel Glenn Hwy store in Fairborn.

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

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

PROBLEM DESCRIPTION

Elizabeth White: So, we've got a safety hazard in our produce department. One of the pallets of apples fell over and there's a big mess on the floor. I'm worried someone's gonna slip and fall.

Agent Thompson: Okay, I understand. Can you tell me more about what happened? Was it a vendor delivery or just a stocking issue?

Elizabeth White: (background noise) Oh, sorry about that. We're just getting ready for a big sale tomorrow. Anyway, it was one of our stockers who was restocking the apples. I think the pallet just got too heavy and tipped over.

Agent Thompson: Alright, got it. And have you cordoned off the area to prevent any accidents?

Elizabeth White: (interrupted by a page over the store intercom) Yeah, we've got cones up around it, but I'm not sure how long it's gonna take us to get it cleaned up.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Elizabeth, I'm gonna go ahead and create a ticket for this, MEI-4037. I'm gonna mark it as a medium priority since it's a safety hazard. Can you confirm that you've got the area blocked off and that no one's been injured?

Elizabeth White: That's right. We've got it blocked off, but like I said, I'm worried about getting it cleaned up before we get busy tomorrow.

Agent Thompson: Alright, I'm gonna go ahead and recommend that you get a crew in there to clean it up ASAP. If you need any additional support, just let me know. I'll make sure to follow up with you by the end of the day tomorrow to make sure everything's been taken care of.

CLOSING

Agent Thompson: Just to summarize, Elizabeth, I've created ticket MEI-4037 for the safety hazard in your produce department. You're gonna get a crew in there to clean it up, and I'll follow up with you tomorrow to make sure everything's been taken care of.

Elizabeth White: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Elizabeth. Your ticket number is MEI-4037, and I'll talk to you soon. Have a great day and stay safe out there!

Elizabeth White: You too, thanks again!