

# Meijer Support Call Transcript — MEI-24050

Ticket ID:	MEI-24050	Priority:	Low
Created:	2024-11-22 16:10:47	Status:	Resolved
Store #:	32	Store:	Ford Road, Canton
Category:	Compliance/Safety	Type:	OSHA Concern
Coordinates:	42.31960915, -83.48454041487767	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?

Emily Williams: Hi, Agent Thompson. This is Emily Williams, Front End Supervisor at the Ford Road store in Canton.

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

Emily Williams: It's going alright, just a little busy with the holiday rush coming up.

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

Emily Williams: 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 ceiling above the pharmacy area, and water's been dripping down onto the floor.

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

Emily Williams: It's more of a slow drip, but it's still causing a slipping hazard. We've got caution signs up, but I'm worried someone's gonna slip and fall.

Agent Thompson: That's definitely a concern. Have you noticed any water damage to the surrounding area or equipment?

Emily Williams: Not yet, but like I said, it's just a matter of time before someone gets hurt. (background noise of store intercom) Oh, sorry about that, just our store announcement.

Agent Thompson: No worries, Emily. So, just to clarify, there's no vendor involved in this issue, correct?

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

Agent Thompson: Okay, I'm going to go ahead and create a ticket for this issue. That'll be MEI-24050. 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 at it ASAP.

Emily Williams: Sounds good, thank you. How soon can we expect someone to come out and fix the leak?

Agent Thompson: I'd say within the next 24 to 48 hours, depending on our maintenance schedule. In the meantime, make sure to keep those caution signs up and consider putting down some extra mats or non-slip coatings to prevent any accidents.

Emily Williams: Alright, that sounds like a plan. Thanks for your help, Agent Thompson.

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

Agent Thompson: You're welcome, Emily. Just to summarize, we've got a ticket created for the OSHA concern at your store, and we'll have someone out to fix the leak within the next 24 to 48 hours. Your ticket number is MEI-24050, just in case you need to reference it.

Emily Williams: Got it, thanks again for your help.

Agent Thompson: You're welcome, Emily. Have a great day, and stay safe out there!