

# Meijer Support Call Transcript — MEI-4717

Ticket ID:	MEI-4717	Priority:	High
Created:	2025-06-20 15:05:33	Status:	In progress
Store #:	72	Store:	Belleville Road, Belleville
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.2321522, -83.48267723549725	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?

Matthew Jackson: Hi, Agent Thompson. This is Matthew Jackson, Shift Supervisor at the Belleville Road store in Belleville.

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

Matthew Jackson: It's going, just dealing with a bit of a situation here. We've got a safety hazard that's requiring some assistance.

\*\*PROBLEM DESCRIPTION\*\*

Matthew Jackson: So, we've got a spill in the produce area, and it's causing a slip hazard. One of our team members just fell and luckily, they're okay, but we need to get this cleaned up ASAP.

Agent Thompson: I'm so sorry to hear that, Matthew. Can you tell me more about the spill? What kind of product is it?

Matthew Jackson: It's some kind of juice or something. I'm not really sure. (background noise) Hold on just a sec, let me check. (pause) Yeah, it's a pineapple juice display that got knocked over.

Agent Thompson: Okay, got it. And you've already taken care of the team member who fell, right?

Matthew Jackson: Yeah, they're being taken care of. But like I said, we need to get this cleaned up before someone else gets hurt.

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Absolutely, Matthew. I'm going to go ahead and prioritize this as a high-priority issue. I've already created a ticket for you, MEI-4717. We'll get someone out to help you with the cleanup and make sure the area is safe.

Matthew Jackson: Okay, sounds good. How soon can we expect someone to arrive?

Agent Thompson: We'll have someone there within the hour. In the meantime, can you please make sure the area is blocked off to prevent any further accidents?

Matthew Jackson: Already on it. We've got cones up and everything.

Agent Thompson: Great, thanks for taking care of that, Matthew. I'll make sure to follow up with you to ensure everything gets resolved.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, we've got a team on the way to help with the cleanup, and we'll follow up with you to ensure everything is taken care of. Your ticket number is MEI-4717, just for reference.

Matthew Jackson: Alright, sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Matthew. We'll talk to you soon. Have a great day, and stay safe out there!

Matthew Jackson: You too, thanks again.