

Meijer Support Call Transcript — MEI-7792

Ticket ID:	MEI-7792	Priority:	Low
Created:	2024-08-19 19:02:55	Status:	Resolved
Store #:	291	Store:	W South St, Sturgis
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	41.78666355, -85.42450333828282	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?

Joseph Jackson: Hi Agent Thompson, this is Joe Jackson, Store Manager at the W South St, Sturgis location. How's your day going?

Agent Thompson: It's going well, thanks for asking, Joe. What can I help you with today?

Joseph Jackson: Just a quick issue I wanted to touch base with you about. We've got a bit of a cleanliness problem on our hands.

PROBLEM DESCRIPTION

Joseph Jackson: So, we've had some complaints from customers about the condition of our produce stand. It's not up to our usual standards, and I'm worried it might be a health hazard. We've got some spoiled fruit and veggies that need to be tossed, and the area just isn't getting cleaned like it should be.

Agent Thompson: I see. Can you tell me more about what you're seeing? Is it just the produce stand or is it a larger issue?

Joseph Jackson: (background noise of store announcements) Sorry about that. Yeah, it's just the produce stand right now. But like I said, it's not just a matter of tidying up. We need to make sure everything is sanitized and safe for our customers.

Agent Thompson: Okay, got it. And have you noticed any issues with your cleaning schedule or staffing?

Joseph Jackson: (pause) Well, we did have a new employee start last week, and I'm not sure if they're fully up to speed on our procedures yet.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Joe. I'm going to go ahead and create a ticket for this issue. That'll be MEI-7792. I'll make sure to note that it's a priority for you to get this resolved ASAP.

Joseph Jackson: Appreciate that, Agent Thompson.

Agent Thompson: In the meantime, I recommend that you get your team to thoroughly clean and sanitize the produce stand, and make sure to dispose of any spoiled products. We can also send some additional cleaning supplies if you need them.

Joseph Jackson: That sounds like a plan. How soon can we expect some guidance on this?

Agent Thompson: I'll have our team review this and get back to you within the next 24 hours with some recommendations and next steps.

CLOSING

Agent Thompson: Just to summarize, Joe, we've created ticket MEI-7792 for the cleanliness issue at your store. You'll get your team to clean and sanitize the produce stand, and we'll follow up with you within 24 hours.

Joseph Jackson: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joe. We'll get this resolved for you. Your ticket number again is MEI-7792. Have a great day, and we'll talk soon.

Joseph Jackson: You too, thanks again. Bye.