

Meijer Support Call Transcript — MEI-6991

Ticket ID:	MEI-6991	Priority:	Medium
Created:	2024-09-14 06:37:07	Status:	In progress
Store #:	42	Store:	Gratiot Road, Saginaw
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	43.41810105000004, -84.0796072628151	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?

Lisa Anderson: Hi, Agent Thompson. This is Lisa, Team Lead at the Gratiot Road store in Saginaw.

Agent Thompson: Hi Lisa, nice to talk to you. How's everything going up in Saginaw today?

Lisa Anderson: It's going, just dealing with a bit of a mess. Thanks for answering.

PROBLEM DESCRIPTION

Lisa Anderson: So, we've got a cleanliness issue in our produce department. One of our team members noticed a spill on the floor and it's not just a simple clean-up. There's some sticky residue all over the place and it's attracting flies.

Agent Thompson: Okay, I see. Can you tell me more about the spill? What kind of product was it?

Lisa Anderson: (background noise) Oh, sorry about that. We've got a lot of activity in the store right now. Anyway, it looks like someone knocked over a display of juice boxes. (pause) And now we've got juice all over the floor.

Agent Thompson: Alright, got it. And have you tried cleaning it up yet?

Lisa Anderson: Yeah, our team's on it, but like I said, it's not just a simple clean-up. We need some guidance on how to get rid of the sticky residue.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Lisa. I'm going to go ahead and provide some guidance. Have you considered using our industrial cleaner to break down the residue?

Lisa Anderson: Actually, we did try that, but it's not working as well as we'd like.

Agent Thompson: Alright, no problem. I'm going to reference ticket MEI-6991, which I'm creating now. I'll send over some additional cleaning protocols for you to follow. We should be able to get someone out to help you within the next 24 hours.

Lisa Anderson: That sounds great, thank you. We just want to make sure our store is safe and clean for our customers.

CLOSING

Agent Thompson: Absolutely, Lisa. I'm going to summarize the next steps. We'll send over those cleaning protocols and have someone follow up with you within 24 hours. Your ticket number is MEI-6991, just for reference.

Lisa Anderson: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Lisa. We'll get this taken care of for you. Have a great day and thanks for calling Health & Safety.