

Meijer Support Call Transcript — MEI-13105

Ticket ID:	MEI-13105	Priority:	Medium
Created:	2024-12-19 17:12:59	Status:	Closed
Store #:	105	Store:	23 Mile Road, Chesterfield
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	42.676853449999996, -82.83570930627391	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?

Michelle Jackson: Hi, Agent Thompson. This is Michelle, Team Lead at the 23 Mile Road store in Chesterfield.

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

Michelle Jackson: 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

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

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

Michelle Jackson: (background noise) Oh, sorry about this... (pause) Okay, I'm back. It was just one of our team members restocking the shelves. 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?

Michelle Jackson: Yeah, we've got cones up and a warning sign, but I'd like to get it cleaned up ASAP.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Michelle. I'm gonna go ahead and create a ticket for this, MEI-13105. I'm gonna mark it as a medium priority since it's a safety hazard. Can you confirm you've taken all the necessary precautions to prevent any further incidents?

Michelle Jackson: Yes, that's right. We've got the area blocked off and we're working on cleaning it up now.

Agent Thompson: Great. I'm gonna go ahead and assign this to our facilities team to get someone out to help with the cleanup and make sure the area is safe. You should see someone within the next 2-3 hours.

Michelle Jackson: That sounds great, thank you.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-13105 for the safety hazard in your produce department. You can expect someone from our facilities team to arrive within the next 2-3 hours to assist with the cleanup.

Michelle Jackson: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. If you have any further issues, don't hesitate to reach out. Have a great day and stay safe out there!

Michelle Jackson: You too, thanks again!