

Meijer Support Call Transcript — MEI-1013

Ticket ID:	MEI-1013	Priority:	Low
Created:	2025-06-16 14:54:02	Status:	Closed
Store #:	71	Store:	Holton Road, Muskegon
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	43.28334315, -86.22034176556532	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?

David Johnson: Hi Agent Thompson, this is David Johnson, Assistant Manager at the Holton Road store in Muskegon.

Agent Thompson: Ah, hi David! Nice to talk to you. How's everything going up in Muskegon today?

David Johnson: It's going alright, just dealing with a bit of a cleanliness issue that I wanted to get some help with.

****PROBLEM DESCRIPTION****

David Johnson: So, we've got a problem with our floor cleaning schedule. It seems like our nightly crew missed a spot in the produce area and we've got a bit of a mess on our hands.

Agent Thompson: Okay, I see. Can you tell me more about the mess? Is it a spill or just a general cleaning issue?

David Johnson: It's more of a general cleaning issue. We've got some dirt and debris built up around the stands. (background noise) Oh, sorry about that, I've got a customer asking me a question. (pause) Anyway, like I was saying, it's just not up to our standards.

Agent Thompson: No worries, David. I'm here to help. Can you tell me when you first noticed the issue?

David Johnson: We noticed it this morning when we were restocking the produce. We've tried to clean it up, but it's still not looking right.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, David. I'm going to go ahead and create a ticket for this issue. That'll be MEI-1013. I'm going to mark it as a low priority since it's not a critical safety issue, but we'll still get someone out to help you as soon as possible.

David Johnson: Sounds good, thanks.

Agent Thompson: In the meantime, can you make sure your team is following the standard cleaning procedures for the produce area?

David Johnson: Absolutely, we'll get right on that.

Agent Thompson: Great. I'm expecting we'll have someone out to help you within the next 24-48 hours. We'll get that area cleaned up and make sure it's up to our standards.

****CLOSING****

Agent Thompson: Just to summarize, David, we've got a ticket created for the cleanliness issue at your store. The ticket number is MEI-1013. We'll have someone out to help you within the next 24-48 hours.

David Johnson: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

David Johnson: You too, thanks again.