

Meijer Support Call Transcript — MEI-20613

Ticket ID:	MEI-20613	Priority:	Medium
Created:	2025-03-13 16:36:23	Status:	Resolved
Store #:	41	Store:	Pipestone Road, Benton Harbor
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	42.08201635, -86.42205035316356	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?

Ashley Anderson, Grocery Manager at the Pipestone Road store in Benton Harbor. Hi, how's your day going?

Oh, it's going well, thanks for asking, Ashley. What can I help you with at the store today?

We're having a bit of an issue, so I appreciate you taking my call.

PROBLEM DESCRIPTION

We've got a cleanliness issue in our produce department. One of our team members noticed some debris on the floor, and we've had some customer complaints about the area not being tidy. I've tried to get our crew to stay on top of it, but it's just not getting done. Can you help us figure out what's going on?

Okay, Ashley, can you tell me more about the debris you're seeing? Is it food waste, dirt, or something else?

It's mostly just dirt and some discarded produce stickers. We've had a lot of foot traffic lately with the spring sales, so I think that's contributing to the problem. (background noise of store PA system) Sorry, bear with me for a sec... (pause)
Okay, sorry about that. As I was saying, I think we just need some extra support to get this area cleaned up.

Have you noticed any issues with your cleaning schedules or staffing levels that might be contributing to this?

Well, we did have a team member call in sick yesterday, so we were a bit short-staffed. But I don't think that's the whole problem.

TROUBLESHOOTING/RESOLUTION

Okay, Ashley, I'm going to go ahead and create a ticket for this issue. That'll be MEI-20613. I'm going to recommend that we get a deep clean scheduled for the produce department ASAP. In the meantime, can you make sure your team is doing some extra sweeps of the area to try to stay on top of it?

That sounds like a great plan. How soon can we expect the deep clean to happen?

I'm going to go ahead and schedule it for tomorrow morning. We should have a crew there by 8 am to get started. You should see some improvement by the end of the day tomorrow.

Okay, that sounds great. I appreciate your help with this.

CLOSING

Just to summarize, we're going to get a deep clean scheduled for the produce department tomorrow morning, and in the meantime, your team will do some extra cleaning to try to stay on top of the issue. Your ticket number is MEI-20613. Is there anything else I can help you with today, Ashley?

No, that's all. Thanks so much for your help, Agent Thompson. I appreciate it.

You're welcome, Ashley. Have a great day, and we'll get this issue resolved for you.