

Meijer Support Call Transcript — MEI-9152

Ticket ID:	MEI-9152	Priority:	Low
Created:	2024-10-14 17:02:32	Status:	Closed
Store #:	20	Store:	Alpine Ave., N.W., Grand Rapids
Category:	Compliance/Safety	Type:	Cleanliness Issue
Coordinates:	43.00778715, -85.6917416523328	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?

Michael Thomas: Hi Agent Thompson, this is Michael Thomas, Team Lead at the Alpine Ave store in Grand Rapids.

Agent Thompson: Hi Michael, nice to talk to you. How's everything going up in Grand Rapids today?

Michael Thomas: Oh, you know, just trying to keep everything running smoothly. We've got a bit of an issue I wanted to touch base with you about.

****PROBLEM DESCRIPTION****

Michael Thomas: So, we've got a cleanliness issue in our produce department. One of our team members noticed that the floor was sticky and there were some spills that hadn't been cleaned up. We've tried to take care of it, but it's still not meeting our standards.

Agent Thompson: Okay, I understand. Can you tell me more about the spills? What kind of products were involved?

Michael Thomas: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it looks like we had some juice and some fruit that had been dropped on the floor. We've tried to clean it up, but like I said, it's still sticky.

Agent Thompson: Alright, got it. And have you noticed any other issues in the area, like any equipment problems or...?

Michael Thomas: (interruption) Oh, sorry, let me just... (pause) Okay, where was I? Oh yeah, equipment. No, everything seems to be working fine. It's just the cleaning that's the issue.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Michael. I'm going to go ahead and create a ticket for this issue. That'll be MEI-9152. I'm going to mark it as a low priority, but I still want to make sure we get it taken care of for you.

Michael Thomas: Sounds good, thanks.

Agent Thompson: In the meantime, can you make sure that your team is aware of the issue and is taking extra precautions to clean the area thoroughly?

Michael Thomas: Absolutely, we'll get right on that.

Agent Thompson: Great. I'm going to go ahead and assign this ticket to our facilities team. They should be in touch with you within the next 24 hours to schedule a time to come out and assess the situation.

****CLOSING****

Agent Thompson: Just to summarize, Michael, we've created ticket MEI-9152 for the cleanliness issue in your produce department. Our facilities team will be in touch with you within the next 24 hours to schedule a time to come out and help resolve the issue.

Michael Thomas: Sounds good, thanks for your help, Agent Thompson.

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

Michael Thomas: You too, thanks again.