

Meijer Support Call Transcript — MEI-17341

Ticket ID:	MEI-17341	Priority:	Medium
Created:	2024-10-14 19:59:32	Status:	Resolved
Store #:	288	Store:	Heartland Crossing Blvd, Owensboro
Category:	Compliance/Safety	Type:	Safety Hazard
Coordinates:	37.7557791, -87.07564014568842	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?

Samantha Williams, Shift Supervisor at the Heartland Crossing Blvd store in Owensboro. Hi, how's your day going so far?

Oh, it's going alright, thanks for askin'. We've got a bit of a situation on our hands, though.

No problem, Samantha, I'm here to help. What's goin' on at your store?

PROBLEM DESCRIPTION

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.

Okay, I understand. Can you tell me more about the situation? How big is the area affected?

It's a pretty good-sized area, probably about 10 feet by 10 feet. And it's right in the middle of the department, so it's hard to avoid.

(in background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', it's a pretty big mess. We've got customers comin' in and out, and I don't want anyone to get hurt.

No worries, Samantha. I'm gonna go ahead and create a ticket for this. Just to confirm, there aren't any vendors involved in this issue, correct?

That's right, no vendors. Just our own stock.

TROUBLESHOOTING/RESOLUTION

Okay, I've created ticket MEI-17341 for this issue. I'm gonna go ahead and mark it as a medium priority. I recommend that you get some caution signs up around the area to warn customers, and try to get it cleaned up as soon as possible.

We've already got some signs up, but I'll make sure to get some more. How soon can we expect someone to come out and help us?

Well, since it's not a high-priority issue, I'd say we're lookin' at probably 24 to 48 hours before someone can come out to assess the situation. In the meantime, just make sure to keep the area clean and safe.

Okay, that sounds good. What about gettin' some extra help in to clean up the mess?

I can definitely look into gettin' some extra resources allocated to your store. Let me just check on that real quick. (pause) Okay, yeah, I can get a team out to help you with the cleanup.

****CLOSING****

Just to summarize, Samantha, we've got ticket MEI-17341 created for the safety hazard in your produce department. I've recommended that you keep the area clean and safe, and we'll have someone out to assess the situation within 24 to 48 hours.

Sounds good, thanks for your help, Agent Thompson.

You're welcome, Samantha. If you have any other issues or concerns, don't hesitate to reach out. We'll get this taken care of for you.

I appreciate it. Have a good day!

You too, Samantha. Bye!