

Meijer Support Call Transcript — MEI-12101

Ticket ID:	MEI-12101	Priority:	Medium
Created:	2025-02-13 20:18:49	Status:	Closed
Store #:	106	Store:	N. Main St., Englewood
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	39.85289018051547, -84.27214070576146	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 Garcia: Hi Agent Thompson, this is Samantha Garcia, Department Manager at the N. Main St. store in Englewood. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Samantha. What can I help you with today?

Samantha Garcia: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Samantha Garcia: So, we had an issue with our cooler temps exceeding the safe range for about 58 minutes earlier today. I'm concerned about potential food safety issues.

Agent Thompson: I see. Can you tell me more about what happened? Was it a specific cooler or the entire store?

Samantha Garcia: It was just one of our dairy coolers. We've got a lot of milk and eggs in there, so I'm worried about spoilage. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it was just that one cooler.

Agent Thompson: No problem, Samantha. I'm here to help. Can you confirm the temperature reading that triggered the alert?

Samantha Garcia: Yeah, it was 45 degrees for about 58 minutes. Our system alerted us, and we were able to get it back down to a safe range, but I want to make sure we're taking the right steps to prevent it from happening again.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Samantha, I'm going to go ahead and create a ticket for this issue. That'll be MEI-12101. I'm going to mark it as a medium priority since it's already been resolved, but we'll still want to take a look at what caused the issue.

Samantha Garcia: Sounds good. What's the next step?

Agent Thompson: I'm going to recommend that you review your cooler maintenance schedule to make sure everything is up to date. We'll also want to take a look at the temperature logs to see if there were any other issues leading up to this incident.

Samantha Garcia: Okay, that makes sense. How long do you think it'll take to get everything resolved?

Agent Thompson: We should be able to get everything wrapped up within the next 24 to 48 hours. I'll make sure to follow up with you tomorrow to check on the status.

CLOSING

Agent Thompson: Just to summarize, Samantha, we've created ticket MEI-12101 to investigate the cooler temp issue at your store. You'll review the maintenance schedule and temperature logs, and we'll follow up tomorrow to check on the status.

Samantha Garcia: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Samantha. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Samantha Garcia: You too, thanks!