

# Meijer Support Call Transcript — MEI-8855

Ticket ID:	MEI-8855	Priority:	Medium
Created:	2024-11-01 13:38:33	Status:	Resolved
Store #:	203	Store:	Waldron Way, Big Rapids
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	43.6908507, -85.5168873571536	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

\*\*OPENING\*\*

Facilities Support, this is Agent Thompson. How can I help you today?

Sarah Johnson: Hi Agent Thompson, this is Sarah from the Waldron Way store in Big Rapids, store number 203. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Sarah. What can I help you with today?

Sarah Johnson: Just a quick issue we're havin' with our HVAC system, so I thought I'd give you a call.

\*\*PROBLEM DESCRIPTION\*\*

Sarah Johnson: So, our store's been gettin' pretty warm, especially in the pharmacy and the front end areas. We've had a few customers complain about it, and our team's been noticin' it too. I think it might be related to the heating and cooling unit on the roof.

Agent Thompson: Okay, got it. Can you tell me more about what's happenin' with the unit? Is it makin' any strange noises or is it just not coolin' like it should be?

Sarah Johnson: (background noise of store announcements) Sorry about that, Agent Thompson. Yeah, it's just not coolin' like it should be. We've checked the thermostats, and they're all set correctly. (pause) Oh, sorry, I think we've got a customer at the service desk... (brief pause) Okay, sorry about that. Where was I? Ah yeah, the thermostats.

Agent Thompson: No worries, Sarah. So, just to clarify, you've checked the thermostats, and they're all set correctly. Have you noticed any error messages or lights on the unit itself?

Sarah Johnson: Not that I've seen, but I can send someone to check if you'd like.

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Alright, Sarah, I'm gonna go ahead and create a ticket for this issue. That'll be ticket number MEI-8855. I'm gonna prioritize this as a medium priority, since it's affectin' the store's temperature, but it's not a critical issue like a power outage or somethin'.

Sarah Johnson: Sounds good, thanks.

Agent Thompson: In the meantime, I'd recommend checkin' the air filters and makin' sure they're clean. Sometimes, that can cause issues with the HVAC system. I'd also like to schedule a maintenance visit with our facilities team to take a look at the unit and see what's goin' on.

Sarah Johnson: Okay, that sounds like a plan. How soon can we expect someone to come out?

Agent Thompson: I'd say within the next 24 to 48 hours, dependin' on our team's schedule. I'll make sure to note that in the ticket, so you can expect a call from our team to schedule a time that works for you.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, Sarah, I've created ticket MEI-8855 for the HVAC issue at your store. We'll have someone out to take a look within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to give us a call.

Sarah Johnson: Sounds good, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Sarah. Have a great day, and we'll talk to you soon.

Sarah Johnson: You too, thanks again. Bye!