

Meijer Support Call Transcript — MEI-19388

Ticket ID:	MEI-19388	Priority:	Low
Created:	2025-03-10 14:39:29	Status:	In progress
Store #:	275	Store:	W 24953 Lisbon, Pewaukee
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	43.1102341, -88.2428911258394	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?

Amanda Williams, Shift Supervisor at store 275 in Pewaukee. Hi, how's your day going?

Oh, it's going alright, thanks for askin'. We're having a bit of an issue with our HVAC system, so I'm hopin' you can help us out.

No problem at all, Amanda. What seems to be the problem with the HVAC?

PROBLEM DESCRIPTION

Well, our store temperature is gettin' up into the mid-70s, and our customers are startin' to complain. We've got a big sale on meats this week, and I'm worried our product's gonna spoil if we can't get the temperature back down.

Can you tell me more about what's happenin' with the system? Is it blowin' cold air at all?

Uh, let me check... (background noise) Okay, yeah, it's blowin' air, but it's just not coolin' like it should be. We've tried adjustin' the thermostat, but nothin's changin'.

Have you noticed any error messages or lights on the control panel?

(pause) Yeah, there's a red light flashin' on the panel. I'm not sure what that means, though.

Okay, that's helpful to know. Can you tell me when you first noticed the issue?

TROUBLESHOOTING/RESOLUTION

Alright, Amanda, based on what you've told me, it sounds like we might have a refrigerant leak or a problem with the compressor. I'm gonna go ahead and create a ticket for this issue... (typing sounds) Okay, that's ticket MEI-19388. I'm gonna prioritize this as a low-priority issue, but I'll still get someone out to take a look as soon as possible.

In the meantime, can you try to isolate the area that's gettin' the hottest and see if you can find any blockages or air leaks?

Yeah, we can do that. How soon can we expect someone to come out and take a look?

I'd say within the next 24 to 48 hours, dependin' on our technician's schedule. I'll make sure to note that you've got a meat sale goin' on, so we'll try to get someone out sooner rather than later.

CLOSING

Just to summarize, Amanda, I've created ticket MEI-19388 for your HVAC issue, and we'll have someone out to take a look within the next 24 to 48 hours. In the meantime, please try to isolate the area that's gettin' the hottest and see if you can find any blockages or air leaks.

Sounds good, thanks for your help, Agent Thompson.

You're welcome, Amanda. If you have any other questions or concerns, don't hesitate to give us a call. We'll get this issue resolved for you as soon as possible. Have a great day!