

Meijer Support Call Transcript — MEI-18553

Ticket ID:	MEI-18553	Priority:	Medium
Created:	2024-06-06 02:48:13	Status:	Open
Store #:	230	Store:	Mercantile Blvd., Noblesville
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	40.0352262, -85.9913279	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?

Lisa Brown: Hi, Agent Thompson. This is Lisa Brown, Department Manager at the Mercantile Blvd. store in Noblesville.

Agent Thompson: Hi, Lisa! Nice to talk to you. How's everything going at the store today?

Lisa Brown: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation on our hands, though.

****PROBLEM DESCRIPTION****

Lisa Brown: So, we just had a health inspection and we're having some issues with our temperature logs. The inspector is saying we're not meeting the requirements for our dairy case.

Agent Thompson: I see. Can you tell me more about what the inspector is saying specifically? What's the temperature reading they're getting?

Lisa Brown: (background noise) Okay, let me just... (pause) Alright, so it says here that our dairy case is running at 42 degrees, but it's supposed to be at 41 or below.

Agent Thompson: Okay, got it. And have you checked the thermometer recently to make sure it's calibrated correctly?

Lisa Brown: (interruption) Oh, sorry, Agent Thompson. (to someone in the background) Can you please just give me a minute? (back to the call) Sorry about that. Yes, we did check the thermometer and it seems to be working fine.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Alright, Lisa. I'm going to go ahead and take a look at this. I've created ticket MEI-18553 for you. Can you tell me what you've done so far to try to resolve the issue?

Lisa Brown: Well, we've tried adjusting the temperature setting, but it doesn't seem to be making a difference.

Agent Thompson: Okay. I'm going to recommend that you check the defrost schedule for the dairy case and make sure it's been properly maintained. I'd also like you to take some additional temperature readings to see if we can identify any patterns.

Lisa Brown: Okay, that makes sense.

Agent Thompson: I'm going to escalate this to our facilities team to get someone out to take a look at the case. We should have someone there within the next 24 hours.

****CLOSING****

Agent Thompson: Just to summarize, Lisa, we're going to have someone come out to take a look at the dairy case and we'll work on getting those temperature logs up to date. Your ticket number is MEI-18553. Is there anything else I can help you with today?

Lisa Brown: No, that's all. Thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Lisa. We'll get this taken care of for you. Have a great day!