

Meijer Support Call Transcript — MEI-1722

Ticket ID:	MEI-1722	Priority:	Medium
Created:	2025-07-08 14:10:39	Status:	Resolved
Store #:	320	Store:	Boardman Canfield Rd, Boardman
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	41.0264655, -80.70802769342981	Location Type:	Store

Transcript

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

OPENING

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

Caller: Hi Karen, this is Daniel Johnson, Department Manager at the Boardman Canfield Rd store in Boardman, Ohio. How's your day going?

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

Caller: Just dealing with a bit of a situation here, so I appreciate your help.

PROBLEM DESCRIPTION

Caller: We're having some issues with our HVAC system. It's not cooling the store properly, and it's getting pretty warm in here. We've got customers complaining, and our employees are getting uncomfortable.

Agent: Okay, sorry to hear that, Daniel. Can you tell me more about what's happening? Is the system just not turning on, or is it blowing warm air?

Caller: It's blowing air, but it's just not cool. And our thermostat is saying it's 75 degrees, but it feels more like 80 in here. (background noise of store announcements) Oh, sorry about that, just a store announcement.

Agent: No worries, Daniel. So, you've checked the thermostat, and it's set correctly? And have you noticed any error messages or lights on the HVAC unit itself?

Caller: Yeah, I've checked the thermostat, and it's set to 68. And I haven't seen any error messages, but I did notice that one of the units outside is making a weird noise.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, that's helpful to know, Daniel. I'm going to go ahead and create a ticket for this issue, which will be MEI-1722. I'm going to prioritize it as medium, since it's not a critical issue, but we still want to get it resolved for you ASAP.

Caller: Sounds good, thanks Karen.

Agent: So, in the meantime, I recommend that you try to adjust the thermostat to see if that makes a difference. And if the noise outside is loud, you might want to consider contacting our maintenance team to take a look at it. We should be able to get someone out to you within the next 24 to 48 hours.

Caller: Alright, that sounds like a plan. I'll go ahead and try adjusting the thermostat.

CLOSING

Agent: Okay, Daniel, just to summarize, I've created ticket MEI-1722 for your HVAC issue, and we'll get someone out to you within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to reach out.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Daniel. Have a great day, and we'll get that issue resolved for you soon.

Caller: You too, thanks again. Bye.

Agent: Bye, Daniel.