

Meijer Support Call Transcript — MEI-22651

Ticket ID:	MEI-22651	Priority:	Medium
Created:	2024-06-10 07:34:11	Status:	Closed
Store #:	142	Store:	Milan Road, Sandusky
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	41.4116841, -82.6631677343691	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?

Samantha Moore, Assistant Manager at the Milan Road store in Sandusky. Hi, how's it going?

Oh, hi Samantha! I'm doin' alright, thanks for askin'. What's goin' on at your store today?

Just dealin' with a bit of an issue, so I appreciate you takin' my call.

PROBLEM DESCRIPTION

So, our dairy cooler is runnin' at 48°F, which is way too high. We need to get it fixed ASAP or we'll have to start tossin' product.

I see. Can you tell me more about what's happenin' with the cooler? Is it just not coolin' at all or... (background noise of store announcements) ...sorry, go ahead.

It's just not coolin' like it should be. We've checked the temps and it's been steadily climbin' all mornin'. We're worried about spoilage, obviously.

Okay, got it. And is this a new issue or has it been goin' on for a while?

It just started this mornin', so we're hopin' it's somethin' simple. We do have a maintenance contract with Hill Phoenix, so I was hopin' you could help us get in touch with 'em.

Alright, I'm gonna go ahead and make a note of that. Can you confirm the store number for me, just to make sure I've got the right location?

TROUBLESHOOTING/RESOLUTION

Okay, Samantha, I've got all the info I need. I'm gonna go ahead and create a ticket for this issue, which will be MEI-22651. I'm gonna mark it as medium priority, but since it's a refrigeration issue, I'm gonna make sure our team gets on it right away.

We'll get in touch with Hill Phoenix and see if we can't get someone out to take a look at that cooler today. In the meantime, you might want to consider movin' some of that product to a different cooler or... (pause) ...I don't know, maybe even a different store if possible.

Yeah, that's a good idea. We'll start makin' some calls to see what we can do. What's the timeline lookin' like for gettin' someone out here?

I'd say we're lookin' at maybe 2-3 hours, dependin' on Hill Phoenix's schedule. But like I said, we'll make sure to get someone out there ASAP.

CLOSING

Alright, Samantha, just to recap, we've got a ticket created, MEI-22651, and we're gonna get in touch with Hill Phoenix to get someone out to take a look at that dairy cooler. You should hear back from us within the next few hours with an update.

Sounds good, thank you so much for your help, Agent Thompson. I appreciate it.

You're welcome, Samantha. We'll get this taken care of for ya. If you have any other issues or concerns, don't hesitate to give us a call. Have a great day!