

Meijer Support Call Transcript — MEI-3508

Ticket ID:	MEI-3508	Priority:	Medium
Created:	2024-08-28 08:41:19	Status:	Resolved
Store #:	72	Store:	Belleville Road, Belleville
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	42.2321522, -83.48267723549725	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?

Jessica White: Hi Agent Thompson, this is Jessica White, Store Manager at the Belleville Road Meijer store in Belleville.

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

Jessica White: It's going alright, just a few issues popping up. We've got a problem with our bakery oven that I was hoping you could help with.

PROBLEM DESCRIPTION

Jessica White: So, our bakery oven is on the fritz. It's not heating up properly, and we're getting some error messages on the display. We've tried restarting it, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error messages you're seeing? Are they giving you any specific codes or anything?

Jessica White: Let me check... (background noise) Okay, it says "E-03" on the screen. And it's just not getting up to temperature.

Agent Thompson: Alright, got it. And have you noticed any other issues with the oven, like any weird smells or noises?

Jessica White: (interrupted by background noise) Oh, sorry about that. Yeah, we did notice it was making a weird clicking sound earlier, but that stopped when we turned it off.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica. Based on what you're telling me, it sounds like we might have a faulty heating element or a problem with the control board. I'm going to go ahead and create a ticket for this issue, which will be MEI-3508.

Jessica White: Okay, sounds good.

Agent Thompson: In the meantime, I recommend that you try to use one of our other ovens to get your bakery products out the door. I'll get our maintenance team to take a look at this as soon as possible. We should have someone out to you within the next 24 to 48 hours.

Jessica White: Alright, that sounds like a plan. Thanks for your help, Agent Thompson.

CLOSING

Agent Thompson: You're welcome, Jessica. Just to summarize, I've created ticket MEI-3508 for your bakery oven issue, and we'll have someone out to take a look at it within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to reach out.

Jessica White: Sounds good, thanks again.

Agent Thompson: You're welcome, Jessica. Have a great day, and we'll get that oven up and running in no time.

Jessica White: You too, thanks!