

# Meijer Support Call Transcript — MEI-14016

Ticket ID:	MEI-14016	Priority:	Medium
Created:	2024-12-12 22:08:47	Status:	Closed
Store #:	335	Store:	N Court Street, Medina
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	41.15817245, -81.86632238484043	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?

Robert Johnson: Hi Agent Thompson, this is Robert Johnson, Front End Supervisor at the N Court Street store in Medina.

Agent Thompson: Hi Robert, nice to talk to you. How's everything going at the store today?

Robert Johnson: Oh, you know, just trying to get through the holiday rush. We've got a bit of an issue with our HVAC system, though.

\*\*PROBLEM DESCRIPTION\*\*

Robert Johnson: Yeah, our HVAC system is malfunctioning, and it's getting pretty warm in the store. We've got customers complaining, and our employees are getting uncomfortable.

Agent Thompson: I see. Can you tell me more about what's happening with the system? Is it not cooling at all, or is it just not keeping up?

Robert Johnson: (background noise of store announcements) Sorry about that. Yeah, it's just not cooling like it should be. We've checked the thermostats, and they're all set correctly.

Agent Thompson: Okay, got it. And have you noticed any error messages or alarms on the system?

Robert Johnson: (pause) Let me check... (pause) Yeah, we've got a fault code on the main unit.

Agent Thompson: Alright, that helps. Can you read me that fault code?

\*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Robert, based on what you've told me, it sounds like we might have a refrigerant leak or a faulty compressor. I'm going to go ahead and create a ticket for this issue... (typing sounds) Okay, that's ticket MEI-14016.

Robert Johnson: Alright, thanks.

Agent Thompson: I'm going to prioritize this as a medium-priority issue, but I'll make sure our team gets out to you as soon as possible. In the meantime, can you try to isolate the area that's affected and see if you can redirect airflow to keep customers comfortable?

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

Agent Thompson: We should have someone out to you within the next 24 to 48 hours. I'll make sure to update the ticket with any changes.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, Robert, we've created ticket MEI-14016 for the HVAC issue at your store. We'll have someone out to take a look as soon as possible.

Robert Johnson: Alright, sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. If you have any further issues or concerns, don't hesitate to reach out. We'll get this resolved for you.

Robert Johnson: Appreciate it. Have a good day.

Agent Thompson: You too, Robert. Bye for now.