

Meijer Support Call Transcript — MEI-22880

Ticket ID:	MEI-22880	Priority:	Medium
Created:	2025-01-21 00:18:37	Status:	In progress
Store #:	108	Store:	Eastman Avenue, Midland
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	43.663221, -84.243209	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?

Joshua Miller, Grocery Manager at the Eastman Avenue store in Midland. Hi, how's it going?

Oh, hi Joshua! I'm doin' alright, thanks for askin'. What can I help you with at the store today?

Not too bad, just a little frustrated with an equipment issue. We've got a freezer malfunctionin' and I need some assistance.

PROBLEM DESCRIPTION

So, the freezer in question is one of our walk-in freezers in the grocery department. It's not maintainin' temperature, and we're gettin' some temperature fluctuations. I've checked the thermostat, and it's not showin' any error codes, but... (background noise of store announcements) ...excuse me, sorry about that. As I was sayin', it's just not coolin' like it should be.

Okay, Joshua, can you tell me what kind of product we're talkin' about in that freezer? Is it mostly meat, dairy, or...?

It's a mix, but mostly meat and seafood. We're gettin' close to our morning delivery, so I'm gettin' a little concerned about keepin' everything at a safe temperature.

Have you noticed any ice buildup or water leaks around the freezer?

Not that I've seen, but I haven't had a chance to really inspect it yet. We've just been tryin' to keep an eye on the temperature and make sure nothin' spoils.

TROUBLESHOOTING/RESOLUTION

Alright, Joshua, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-22880. I'm gonna mark it as a medium priority, since it's not an immediate food safety issue, but we still want to get it resolved ASAP. Can you try checkin' the condenser coils and make sure they're clean? Sometimes, if they're all clogged up, it can cause temperature issues.

Okay, I can do that. But what's the timeline lookin' like for gettin' someone out to take a look at it?

I'm gonna go ahead and schedule a technician to come out today, probably within the next 4-6 hours. We'll get someone out to take a look and get that freezer up and runnin' properly.

CLOSING

Just to summarize, Joshua, I've created ticket MEI-22880 for the freezer malfunction at your store. We'll have a technician out to take a look today, and I'll make sure to follow up with you to ensure everything gets resolved. You should receive an email with the ticket details and a follow-up call from me once the issue is closed.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Joshua. Have a great day, and we'll get that freezer fixed up for ya!