

Meijer Support Call Transcript — MEI-11709

Ticket ID:	MEI-11709	Priority:	High
Created:	2025-07-14 17:38:58	Status:	Resolved
Store #:	237	Store:	Mound Rd., Warren
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	42.509842899999995, -83.04942798886103	Location Type:	Store

Transcript

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

OPENING

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

Joshua Thompson, Store Manager at the Mound Rd. store in Warren. Hi, Karen.

Hi, Joshua! How's your day going so far?

It's been a busy one, but I'm hoping you can help me out with an issue we're having in our deli department.

PROBLEM DESCRIPTION

We've got a problem with our deli slicer, it's just not turning on. We've tried unplugging it and plugging it back in, but nothing's working. I've got my team trying to slice meats by hand, but it's slowing us down big time. (background noise of store announcements) Can you hear me okay?

Yes, I've got you loud and clear, Joshua. Can you tell me what kind of slicer it is and when it stopped working?

It's a Hobart slicer, and it just stopped working this morning during our prep time. We didn't have any issues with it yesterday, so I'm not sure what's going on. (interruption) Sorry, Karen, can you hold on just a sec? (pause) Okay, sorry about that. Where were we?

No problem, Joshua. So, just to confirm, the Hobart slicer in your deli department just stopped working this morning, and you've tried troubleshooting it by unplugging and replugging it?

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm going to go ahead and create a ticket for you. This will be ticket MEI-11709. I'm going to mark it as high priority since it's affecting your deli operations. I'm going to recommend that we get a technician out to take a look at it ASAP. In the meantime, can you try using a different slicer or finding a workaround to get your meats sliced?

Yeah, that's what we're trying to do, but like I said, it's slowing us down. How soon can we expect someone to come out and take a look?

I'm going to go ahead and schedule someone to come out today, hopefully within the next few hours. I'll make sure to note that it's a high-priority issue, so we can get someone out there as soon as possible.

CLOSING

Just to summarize, Joshua, I've created ticket MEI-11709 for your deli slicer issue, and I'm going to get a technician out to take a look at it today. You should receive an update on the status of the ticket via email. Is there anything else I can help you with today?

No, that's all, Karen. Thanks for your help!

You're welcome, Joshua. We'll get this taken care of for you. Your ticket number again is MEI-11709. Have a great day, and we'll talk to you soon!