

Meijer Support Call Transcript — MEI-22085

Ticket ID:	MEI-22085	Priority:	Low
Created:	2024-06-26 00:01:01	Status:	In progress
Store #:	121	Store:	Grape Road, Mishawaka
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	41.70666265, -86.18557424392102	Location Type:	Store

Transcript

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

OPENING

Health & Safety, this is Agent Thompson. How can I help you today?

Christopher Williams: Hi, Agent Thompson. This is Chris Williams, Shift Supervisor at the Grape Road store in Mishawaka.

Agent Thompson: Hi, Chris! Nice to talk to you. How's everything going up there in northern Indiana?

Christopher Williams: Oh, you know, just trying to keep everything running smoothly. We've got a bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Christopher Williams: So, our cooler temps exceeded the safe range for about 68 minutes last night. I'm looking at the logs right now, and it looks like it happened during the overnight stocking period.

Agent Thompson: Okay, I see. Can you tell me more about what you're seeing on those logs? What was the exact temperature reading?

Christopher Williams: Let me check... (background noise of papers shuffling) Okay, it says here that the temperature got up to 42 degrees for about an hour, and then it came back down.

Agent Thompson: Alright, got it. And did you notice anything unusual during that time, like any equipment issues or power outages?

Christopher Williams: Not that I'm aware of, but I did have one of my team members mention that the compressor was making a weird noise earlier that day.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Chris, I'm going to go ahead and take a look at this. I've created a ticket for you, MEI-22085. I'm going to send someone out to take a look at that cooler and make sure everything is functioning properly.

Christopher Williams: Sounds good, thanks. What's the timeline looking like for that?

Agent Thompson: We should be able to get someone out there within the next 24 hours. In the meantime, I recommend that you keep a close eye on those temperature logs and make sure you're following our standard procedures for handling any potentially compromised product.

Christopher Williams: Absolutely, will do.

CLOSING

Agent Thompson: Alright, Chris, just to summarize, we've got a ticket open for the cooler temp issue at your store, and we'll have someone out to take a look within the next 24 hours. Your ticket number is MEI-22085, just in case you need to reference it.

Christopher Williams: Got it, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. We'll get this taken care of for you. Have a great day, and don't hesitate to reach out if you have any other issues!