

Meijer Support Call Transcript — MEI-25207

Ticket ID:	MEI-25207	Priority:	Medium
Created:	2025-01-23 14:20:11	Status:	Open
Store #:	241	Store:	Executive Blvd., Huber Heights
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	39.86893785, -84.10316454273706	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?

Michael Thompson, Grocery Manager at the Executive Blvd. store in Huber Heights. Hi Karen, how's it going?

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

PROBLEM DESCRIPTION

We're havin' some issues with our deli equipment, specifically the slicer. It's not turnin' on, and we're gettin' slammed with lunch orders. I've tried unpluggin' it and pluggin' it back in, but nothin's workin'.

Okay, Michael, can you tell me what kind of slicer it is and when this started happenin'?

It's a Hobart slicer, and it just stopped workin' about an hour ago. (background noise) Sorry, Karen, can you hold on for just a sec? (pause) Okay, I'm back. Like I said, it just stopped workin', and we're gettin' behind on orders.

Did you notice any error messages or lights on the slicer? And have you tried checkin' the circuit breaker?

No error messages, and the breaker's fine. I've also checked the plug and outlet, and everythin' looks good.

TROUBLESHOOTING/RESOLUTION

Alright, Michael, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-25207. I'm gonna mark it as medium priority. Can you tell me if you've noticed any other issues with the equipment recently?

No, nothin' else. Just this slicer. (background noise) Oh, sorry, Karen, I've got a customer waitin'... (pause) Okay, I'm back.

Okay, no problem, Michael. I'm gonna go ahead and recommend that we get a technician out to take a look at the slicer. In the meantime, can you try usin' the backup slicer to get through the lunch rush?

Yeah, that's a good idea. We do have a backup, so we can use that. How soon can we expect someone to come out and fix the slicer?

I'm gonna schedule someone to come out within the next 24 to 48 hours. I'll make sure to note that it's urgent, so we can get it fixed as soon as possible.

CLOSING

Just to summarize, Michael, I've created ticket MEI-25207 for the deli slicer issue, and we're gonna get a technician out to take a look at it within the next 24 to 48 hours. In the meantime, you can use the backup slicer to get through the

lunch rush. If you have any other issues or concerns, don't hesitate to reach out. Is there anythin' else I can help you with today?

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

You're welcome, Michael. Have a great day, and we'll get that slicer fixed for ya!