

Meijer Support Call Transcript — MEI-13143

Ticket ID:	MEI-13143	Priority:	Medium
Created:	2025-05-19 15:47:55	Status:	Closed
Store #:	274	Store:	N. Port Washington Rd, Grafton
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	43.31419595, -87.9219159	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?

Joseph Rodriguez: Hi Agent Thompson, this is Joe from the N. Port Washington Rd store in Grafton, Wisconsin. How's your day going?

Agent Thompson: Oh, it's going well, thanks for askin', Joe! What can I help you with today?

Joseph Rodriguez: Just need some assistance with our bakery oven, thanks for takin' my call.

PROBLEM DESCRIPTION

Joseph Rodriguez: So, our bakery oven's been actin' up, and we're not sure what's goin' on. It's just not heatin' up right, and we're gettin' some inconsistent temperatures.

Agent Thompson: Okay, sorry to hear that, Joe. Can you tell me more about what's happenin' with the oven? Is it displayin' any error codes or... (background noise of store announcements) ...sorry, can you repeat that?

Joseph Rodriguez: Yeah, no error codes, just not heatin' up like it should. We've tried restartin' it, but no luck.

Agent Thompson: Alright, got it. And have you noticed any issues with the oven's elements or the thermostat?

Joseph Rodriguez: Not that I'm aware of, but I can check again. (pause) Yeah, everything looks okay, but like I said, it's just not heatin' up right.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joe, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-13143. I'm gonna mark it as a medium priority, so we should be able to get someone out to take a look at it within the next 24 to 48 hours.

Joseph Rodriguez: That sounds great, thanks. We just need to get this oven up and runnin' for our bakery customers.

Agent Thompson: Absolutely, Joe. In the meantime, you might want to consider usin' one of our other ovens to get your bakery products out. I can also offer to send someone out to take a look at it sooner if you'd like, but it might be a temporary fix.

Joseph Rodriguez: Yeah, that's a good idea. We can use the other oven for now.

CLOSING

Agent Thompson: Alright, Joe, so just to summarize, I've created ticket MEI-13143 for your bakery oven issue. We'll get someone out to take a look at it within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate

to give us a call.

Joseph Rodriguez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joe. We'll get this taken care of for you. Have a great day, and thanks for shoppin' Meijer!