

Meijer Support Call Transcript — MEI-1719

| | | | |
|--------------|--|----------------|------------------------|
| Ticket ID: | MEI-1719 | Priority: | Low |
| Created: | 2025-02-19 00:53:56 | Status: | Closed |
| Store #: | 313 | Store: | Puri Parkway, Sycamore |
| Category: | Equipment/Hardware Issues | Type: | Refrigeration Failure |
| Coordinates: | 41.985132199999995, -88.71220676743017 | 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?

Emily Williams: Hi, Agent Thompson. I'm the Produce Manager at the Puri Parkway store in Sycamore.

Agent Thompson: Ah, hi Emily! Nice to talk to you. How's everything going at the store today?

Emily Williams: It's going, just dealing with a bit of an issue. We're having some trouble with our dairy cooler.

PROBLEM DESCRIPTION

Emily Williams: Yeah, our dairy cooler is running at 45°F, and we need to get it fixed ASAP. We've got a lot of product in there that's gonna spoil if we don't get the temperature back down.

Agent Thompson: Okay, I understand. Can you tell me a little bit more about what's going on? Is this a new issue or has it been happening for a while?

Emily Williams: It just started this morning. We've got a tech from Hill Phoenix scheduled to come out, but I wanted to get a ticket in with you guys just in case.

Agent Thompson: Alright, that makes sense. Can you hear me okay, Emily? You're a little faint.

Emily Williams: Yeah, sorry about that. I'm standing near the produce stand and it's a bit noisy in here. (background noise of store) Anyway, like I was saying, we need to get this fixed today.

Agent Thompson: Okay, no problem. So, just to confirm, the dairy cooler is currently at 45°F, and you've got a tech from Hill Phoenix on the way?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily, I'm going to go ahead and create a ticket for you. This will be ticket number MEI-1719. I'm going to mark it as a high priority since you've got product that's at risk of spoiling.

Emily Williams: Great, thank you.

Agent Thompson: In the meantime, I would recommend trying to move as much of the product as possible to a different cooler to prevent any further spoilage. Can you do that for me?

Emily Williams: Yeah, we can do that. We've got some extra space in the meat cooler that we can use.

Agent Thompson: Alright, that sounds good. I'm going to go ahead and notify our team to get someone out to you as soon as possible. We should have someone there within the next 2-3 hours.

****CLOSING****

Agent Thompson: Alright, Emily, just to summarize, we've got a ticket in for your dairy cooler issue, and we're going to get someone out to you as soon as possible. Your ticket number is MEI-1719.

Emily Williams: Great, thank you so much for your help, Agent Thompson.

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

Emily Williams: You too, thanks again!