

Meijer Support Call Transcript — MEI-19935

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| Ticket ID: | MEI-19935 | Priority: | Low |
| Created: | 2024-11-25 19:01:47 | Status: | Closed |
| Store #: | 278 | Store: | Vreeland Rd, Flat Rock |
| Category: | Equipment/Hardware Issues | Type: | Bakery Oven |
| Coordinates: | 42.1108372, -83.28938510763231 | 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?

Joshua White, Team Lead at the Vreeland Rd store in Flat Rock. Hi, how's it going?

Oh, hi Joshua! I'm doin' alright, thanks for askin'. What can I help you with at store 278?

PROBLEM DESCRIPTION

We're havin' some issues with our bakery oven, and I was wonderin' if I could get some assistance. It's just not heatin' up right, and we're gettin' some error messages on the display.

Can you tell me more about the error messages, Joshua? What's it sayin' exactly?

It's sayin' "temperature sensor fault" or somethin' like that. I'm not sure, let me check... (background noise) Yeah, that's what it says.

Okay, got it. And when did you first notice this issue?

It started this mornin' during our bread bakin' cycle. We had to stop production and move some items to the other oven.

Did you try restartin' the oven or checkin' the circuit breaker?

Yeah, we tried that already. We even checked the temperature probe, but nothin's seemin' to work.

TROUBLESHOOTING/RESOLUTION

Alright, Joshua, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-19935. I'm thinkin' we might need to get a technician out to take a look at that temperature sensor.

Okay, sounds good. How soon can we expect someone to come out?

I'd say within the next 24 to 48 hours, dependin' on our technician's schedule. In the meantime, you can try usin' the other oven to keep production goin'.

That's what we're doin' now, but it's slowin' us down a bit. Is there any way to expedite the repair?

I can definitely look into it, Joshua. Let me check on some availability. (pause) Alright, I've got a technician who can come out tomorrow morning.

CLOSING

So, just to summarize, we've got a ticket created, MEI-19935, and a technician will be out to your store tomorrow morning to take a look at that bakery oven.

Sounds good, thanks for your help, Agent Thompson.

You're welcome, Joshua. I'll make sure to follow up with you tomorrow to ensure everything gets resolved. Have a good day, and thanks for shoppin' Meijer!