

# Meijer Support Call Transcript — MEI-12101

Ticket ID:	MEI-12101	Priority:	Medium
Created:	2025-02-13 20:18:49	Status:	Closed
Store #:	106	Store:	N. Main St., Englewood
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	39.85289018051547, -84.27214070576146	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?

Samantha Garcia: Hi Agent Thompson, this is Samantha Garcia, Department Manager at the N. Main St. store in Englewood. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Samantha. What can I help you with today?

Samantha Garcia: Just a quick issue I wanted to touch base with you about.

### \*\*PROBLEM DESCRIPTION\*\*

Samantha Garcia: So, we had an issue with our cooler temps exceeding the safe range for about 58 minutes earlier today. I'm concerned about potential food safety issues.

Agent Thompson: I see. Can you tell me more about what happened? Was it a specific cooler or the entire store?

Samantha Garcia: It was just one of our dairy coolers. We've got a lot of milk and eggs in there, so I'm worried about spoilage. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it was just that one cooler.

Agent Thompson: No problem, Samantha. I'm here to help. Can you confirm the temperature reading that triggered the alert?

Samantha Garcia: Yeah, it was 45 degrees for about 58 minutes. Our system alerted us, and we were able to get it back down to a safe range, but I want to make sure we're taking the right steps to prevent it from happening again.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Samantha, I'm going to go ahead and create a ticket for this issue. That'll be MEI-12101. I'm going to mark it as a medium priority since it's already been resolved, but we'll still want to take a look at what caused the issue.

Samantha Garcia: Sounds good. What's the next step?

Agent Thompson: I'm going to recommend that you review your cooler maintenance schedule to make sure everything is up to date. We'll also want to take a look at the temperature logs to see if there were any other issues leading up to this incident.

Samantha Garcia: Okay, that makes sense. How long do you think it'll take to get everything resolved?

Agent Thompson: We should be able to get everything wrapped up within the next 24 to 48 hours. I'll make sure to follow up with you tomorrow to check on the status.

**\*\*CLOSING\*\***

Agent Thompson: Just to summarize, Samantha, we've created ticket MEI-12101 to investigate the cooler temp issue at your store. You'll review the maintenance schedule and temperature logs, and we'll follow up tomorrow to check on the status.

Samantha Garcia: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Samantha. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Samantha Garcia: You too, thanks!