

Meijer Support Call Transcript — MEI-22513

Ticket ID:	MEI-22513	Priority:	Low
Created:	2024-12-04 14:52:41	Status:	In progress
Store #:	55	Store:	VanDyke Avenue, Sterling Heights
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	42.563608, -83.026717	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?

Jessica Lee: Hi Agent Thompson, this is Jessica Lee, Grocery Manager at the VanDyke Avenue store in Sterling Heights.

Agent Thompson: Hi Jessica, nice to talk to you. How's everything going at the store today?

Jessica Lee: Oh, you know, just trying to get through the holiday rush. We've got a bit of an issue with our dairy cooler, though.

PROBLEM DESCRIPTION

Jessica Lee: Yeah, our dairy cooler is running at 53°F, which is way too high. We need to get it fixed ASAP or we'll have to start pulling product.

Agent Thompson: Okay, that's a problem. Can you tell me more about what's going on? Is it just the dairy cooler or are other coolers affected too?

Jessica Lee: Just the dairy cooler, as far as I can tell. And we've already checked the temperature settings, so it's not just a matter of adjusting the thermostat.

Agent Thompson: Alright, got it. And are you working with Hill Phoenix on this issue at all?

Jessica Lee: Yeah, we've got a maintenance contract with them, so I was hoping to get their help on this. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, like I said, we need to get this fixed right away.

Agent Thompson: No worries, I understand. So, just to confirm, the dairy cooler is currently at 53°F and you've already checked the temperature settings?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, I'm going to go ahead and create a ticket for this issue. That'll be ticket number MEI-22513. I'm going to prioritize this as a low-priority issue, but I understand it's still important to get fixed quickly.

Jessica Lee: Okay, sounds good. What's the timeline looking like for getting someone out to fix it?

Agent Thompson: Well, I'm going to go ahead and reach out to Hill Phoenix and see if we can get a technician out to you today or tomorrow. In the meantime, you may want to consider moving some of the more temperature-sensitive products to a different cooler to prevent any spoilage.

Jessica Lee: Alright, that makes sense. We'll go ahead and do that.

****CLOSING****

Agent Thompson: Alright, Jessica, just to summarize, I've created ticket MEI-22513 for the dairy cooler issue at your store. I'll be in touch with Hill Phoenix to get a technician out to you as soon as possible.

Jessica Lee: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. 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!

Jessica Lee: You too, thanks again!