

Meijer Support Call Transcript — MEI-14398

Ticket ID:	MEI-14398	Priority:	Low
Created:	2024-12-25 15:39:19	Status:	Resolved
Store #:	195	Store:	B Drive North, Battle Creek
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	42.26340605, -85.17279747032333	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?

Christopher Smith, Front End Supervisor at the B Drive North store in Battle Creek. Hi, how's your day going?

Oh, it's goin' alright, thanks for askin', Chris. What can I help you with at store 195?

Not too bad, just a little concerned about a temperature issue we're havin' in our coolers.

PROBLEM DESCRIPTION

So, our cooler temps exceeded the safe range for about 42 minutes earlier today. I'm lookin' at the logs now, and it looks like it happened during the lunch rush. We didn't have any vendor deliveries scheduled, so I don't think that's the issue. Can you help me figure out what might've caused it?

Okay, Chris, that doesn't sound right. Can you tell me what the temperature got up to? (background noise of a store intercom) Sorry, bear with me for a sec... Okay, I'm back. What was the high temp?

It got up to 42 degrees for a bit. I know that's not ideal, especially with all the holiday food we've got in stock.

That's definitely a concern. Did you guys notice any issues with the coolers themselves, like a malfunction or somethin'?

Not that I'm aware of, but I'll double-check with our maintenance team. (pause) Yeah, they didn't report any issues, but we'll take a closer look.

TROUBLESHOOTING/RESOLUTION

Alright, Chris, I'm gonna go ahead and create a ticket for this, MEI-14398. I'll get our team to take a look at it and see if we can't figure out what caused the temp spike. In the meantime, can you make sure to monitor those coolers closely and adjust the temps as needed?

Yeah, will do. We'll keep an eye on 'em. How long do you think it'll take to resolve this?

I'd say we should have someone out to take a look within the next 24 hours. If it's an equipment issue, we might need to schedule a repair, but we'll get it taken care of as soon as possible.

CLOSING

Alright, Chris, just to recap, we've got a ticket open, MEI-14398, and we'll have someone out to take a look at your coolers within the next 24 hours. If you have any other issues or concerns, don't hesitate to reach out. Thanks for bringin' this to our attention, and I hope you have a great rest of your day.

Thanks, Agent Thompson. Appreciate the help. You too!