

Meijer Support Call Transcript — MEI-4967

Ticket ID:	MEI-4967	Priority:	Low
Created:	2025-02-10 12:55:09	Status:	In progress
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	39.6634190000000005, -86.07743920003804	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, Store Manager at the E. Southport Road store in Indianapolis. Hi, how's it going?

Oh, hi Joshua! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not too bad, just a little frustrated with our HVAC system, so I thought I'd give you a holler.

PROBLEM DESCRIPTION

So, our HVAC system's been actin' up somethin' fierce. It's not heatin' or coolin' like it should, and it's causin' some issues with our store temps. We've got customers complainin' about it bein' too cold in the produce section, and our employees are freezin' in the back rooms.

I see. Can you tell me more about what's happenin' with the system? Is it just not turnin' on, or...?

Well, it's turnin' on, but it's just not puttin' out any heat. And our thermostat's sayin' it's 68 degrees, but it feels more like 50 in here. (background noise of store announcements) Sorry, bear with me for a sec... (pause) Okay, sorry about that. Where was I? Oh yeah, so it's just not workin' right.

Is this somethin' that just started happenin' today, or has it been goin' on for a while?

It started yesterday afternoon, I think. We had a pretty busy day, so I didn't notice it right away, but by closin' time, it was pretty clear somethin' was wrong.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm gonna go ahead and take a look at this. Since it's a low-priority issue, I'm gonna create a ticket for you, MEI-4967. I'm thinkin' we might need to get someone out to take a look at your system, maybe replace a faulty thermostat or somethin'. In the meantime, you might want to try adjustin' the thermostat settings, see if that makes a difference. I'd say we're lookin' at a 24- to 48-hour turnaround time for someone to come out and take a look.

That sounds good, thanks. I appreciate it.

I'll go ahead and add some notes to the ticket, and we'll get someone scheduled to come out and take a look. You should get a call from our scheduler within the next day or so to set up a time.

CLOSING

Alright, Joshua, just to recap, we've got a ticket created, MEI-4967, and we'll get someone out to take a look at your HVAC system within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to give us a holler.

Thanks for reachin' out to Facilities Support, and we'll get this taken care of for ya!

Thanks, Agent Thompson, I appreciate your help. Have a good day!

You too, Joshua. Take care!