

Meijer Support Call Transcript — MEI-3217

Ticket ID:	MEI-3217	Priority:	Medium
Created:	2024-06-07 17:19:40	Status:	Resolved
Store #:	158	Store:	E. Beltline Ave. N.E., Grand Rapids
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	42.99654235, -85.5944106612325	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?

James Rodriguez: Hi Agent Thompson, this is James, Shift Supervisor at the E. Beltline Ave. N.E. store in Grand Rapids.

Agent Thompson: Hi James, nice to talk to you. How's everything going up in Grand Rapids today?

James Rodriguez: It's going alright, just dealing with some equipment issues in the deli department.

****PROBLEM DESCRIPTION****

James Rodriguez: So, our deli slicer is on the fritz and we're having trouble getting it to slice consistently. We've tried cleaning it and checking the blade, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the issue you're seeing? Is it not slicing at all or just not slicing evenly?

James Rodriguez: It's slicing, but it's tearing the meat instead of making a clean cut. And we've got a big order of ham to slice for a customer, so we need to get this fixed ASAP.

Agent Thompson: Alright, I understand. Have you checked the slicer's temperature and made sure it's at the right setting?

James Rodriguez: Yeah, we've checked all that. (background noise) Oh, sorry about that, just one of our team members walking by. Anyway, we've checked everything and it just doesn't seem to be working right.

Agent Thompson: No problem, James. I'm just going to ask a few more questions to make sure I understand the issue.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, James, based on what you've told me, it sounds like we might need to get a technician out to take a look at the slicer. I'm going to go ahead and create a ticket for this issue, which will be MEI-3217.

James Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, can you try using a different slicer or finding an alternative way to slice the ham for your customer?

James Rodriguez: Yeah, we can do that. But how long do you think it'll take to get the technician out here?

Agent Thompson: I'd say we're looking at a 24-48 hour turnaround time, depending on the technician's schedule. But I'll make sure to prioritize this ticket since it's affecting your deli operations.

****CLOSING****

Agent Thompson: Just to summarize, James, I've created ticket MEI-3217 for the deli slicer issue and we'll get a technician out to take a look as soon as possible.

James Rodriguez: Alright, sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, James. If you have any other issues or concerns, don't hesitate to reach out. We'll follow up with you on the status of the ticket.

James Rodriguez: Will do, thanks again.