

Meijer Support Call Transcript — MEI-4268

Ticket ID:	MEI-4268	Priority:	Medium
Created:	2025-04-10 13:06:15	Status:	Closed
Store #:	158	Store:	E. Beltline Ave. N.E., Grand Rapids
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	42.99654235, -85.5944106612325	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?

Jennifer Lee: Hi Agent Thompson, this is Jennifer from the E. Beltline Ave. store in Grand Rapids. How's your day going so far?

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

Jennifer Lee: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Jennifer Lee: So, we had an issue with our cooler temps exceeding the safe range for about 79 minutes earlier today. I'm a little concerned about the potential impact on our perishable products.

Agent Thompson: Okay, can you tell me more about what happened? Was it a specific cooler or the entire store?

Jennifer Lee: 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.

Agent Thompson: Alright, got it. And did you notice any issues with the cooler's temperature display or alarms?

Jennifer Lee: Yeah, the alarm did go off, but our team didn't catch it right away. We've got a lot of new staff on board, so... (background noise) ...sorry, what was that? (pause) Anyway, like I said, it was about 79 minutes before we got it back under control.

Agent Thompson: No worries, Jennifer. I'm just trying to get a clear picture of what happened. Can you confirm that no vendors were involved in this issue?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jennifer, I'm going to go ahead and create a ticket for this issue. That'll be MEI-4268. I'll make sure to note the details you provided.

Jennifer Lee: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you review your temperature logs to ensure that everything is back to normal. If you notice any further issues, don't hesitate to reach out.

Jennifer Lee: Will do. What's the expected timeline for resolving this issue?

Agent Thompson: We'll review the ticket and follow up with you within the next 24 hours to ensure that everything is okay.

CLOSING

Agent Thompson: Just to summarize, Jennifer, we've created ticket MEI-4268 for the cooler temp issue at your store. I'll make sure to follow up with you tomorrow to check on the status.

Jennifer Lee: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any further issues, don't hesitate to reach out. Have a great day!

Jennifer Lee: You too, thanks again. Bye!