

Meijer Support Call Transcript — MEI-11613

Ticket ID:	MEI-11613	Priority:	Low
Created:	2025-04-15 18:41:52	Status:	In progress
Store #:	178	Store:	N. Route 59, Aurora
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	41.767875, -88.209443	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?

Sarah White: Hi, Agent Thompson. This is Sarah White, Team Lead at the N. Route 59 store in Aurora.

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

Sarah White: Oh, you know, just trying to keep everything running smoothly. We've got a bit of an issue with our dairy cooler, though.

PROBLEM DESCRIPTION

Sarah White: Yeah, our dairy cooler is running at 45°F, and we need to get it fixed ASAP. We're talking milk, eggs, cheese - all our high-risk products are in there.

Agent Thompson: Okay, I understand. That's definitely a priority. Can you tell me more about what's happening with the cooler? Is it just not cooling at all, or is it intermittent?

Sarah White: (background noise of store announcements) Sorry, what was that? Oh, it's just not cooling. We've checked the temps, and it's been running at 45°F for a few hours now. We're worried about spoilage.

Agent Thompson: Alright, got it. And do you know if anyone's contacted Hill Phoenix about this issue yet?

Sarah White: Not yet, we were hoping to get your team involved first. (pause) Sorry, can you hold on for just a sec? (brief hold) Okay, sorry about that. Where were we?

Agent Thompson: No problem, Sarah. We were just discussing the dairy cooler issue. So, just to confirm, the cooler is currently at 45°F, and you need immediate service to prevent spoilage.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, I'm going to go ahead and create a ticket for this issue. That'll be MEI-11613. I'm going to mark it as high priority, and we'll get someone from Hill Phoenix out to take a look ASAP.

Sarah White: Great, thank you. How soon can we expect someone to arrive?

Agent Thompson: Well, I'd say within the next 2-3 hours, depending on their schedule. In the meantime, can you try to relocate some of the high-risk products to another cooler or a temporary storage area?

Sarah White: Yeah, we can do that. We've got a backup cooler in the back that we can use. (background noise of store activity)

Agent Thompson: Alright, that sounds like a good plan. I'll make sure to note that in the ticket. We'll get this resolved as quickly as possible.

****CLOSING****

Agent Thompson: Just to summarize, Sarah, we've created ticket MEI-11613 for the dairy cooler issue at your store. We'll have someone from Hill Phoenix out to take a look within the next 2-3 hours. In the meantime, you'll relocate some of the high-risk products to a temporary storage area.

Sarah White: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Sarah. If you have any further issues or concerns, don't hesitate to reach out. We'll follow up with you once the issue is resolved. Have a great day!

Sarah White: You too, thanks again!