

Meijer Support Call Transcript — MEI-4698

Ticket ID:	MEI-4698	Priority:	Medium
Created:	2024-10-26 05:55:40	Status:	Open
Store #:	19	Store:	W. Norton Avenue, Muskegon
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	43.193014000000005, -86.26130151207423	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

****OPENING****

Facilities Support, this is Agent Karen. How can I help you today?

Lisa Lee: Hi Karen, this is Lisa Lee, Assistant Manager at the W. Norton Avenue store in Muskegon.

Agent Karen: Oh, hi Lisa! Nice to talk to you. How's everything going up in Muskegon today?

Lisa Lee: It's going alright, just a few issues with our deli equipment. Thanks for asking.

****PROBLEM DESCRIPTION****

Lisa Lee: So, our deli slicer is on the fritz and we can't get it to slice our meats properly. We've tried cleaning it and checking the blades, but nothing seems to be working.

Agent Karen: Okay, sorry to hear that. Can you tell me more about the issue? Is it not turning on at all or just not slicing correctly?

Lisa Lee: It's turning on, but it's just not slicing like it should be. We're getting a lot of uneven cuts and it's slowing down our service.

Agent Karen: Alright, got it. And have you noticed any error messages or lights on the slicer?

Lisa Lee: (background noise) Oh, sorry about that, Karen. We've got a lot of customers in the store right now. (pause) No, no error messages or lights that I've seen.

Agent Karen: Okay, no problem. Just to confirm, you've tried troubleshooting it yourself and it's still not working?

****TROUBLESHOOTING/RESOLUTION****

Agent Karen: Okay, Lisa, I'm going to go ahead and take a look at this issue. Since it's a medium priority, I'm going to create a ticket for you, which will be MEI-4698. I'm going to send someone out to take a look at the slicer and get it fixed for you.

Lisa Lee: That sounds great, thank you. How soon can we expect someone to arrive?

Agent Karen: We should be able to get someone out to you within the next 24 to 48 hours. In the meantime, you might want to consider using a different slicer or finding a workaround to get your meats sliced.

Lisa Lee: Alright, that makes sense. We can use our backup slicer for now.

****CLOSING****

Agent Karen: Alright, Lisa, just to summarize, I've created ticket MEI-4698 for your deli slicer issue and we'll have someone out to take a look at it within the next 24 to 48 hours.

Lisa Lee: Great, thank you so much for your help, Karen.

Agent Karen: You're welcome, Lisa. If you have any other issues or concerns, don't hesitate to reach out. We'll get your slicer up and running in no time.

Lisa Lee: Appreciate it. Have a great day!

Agent Karen: You too, Lisa. Bye!