

Meijer Support Call Transcript — MEI-13912

Ticket ID:	MEI-13912	Priority:	High
Created:	2025-02-07 12:34:30	Status:	Resolved
Store #:	52	Store:	W. Lake Lansing Road, East Lansing
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	42.762956700000004, -84.50044215234854	Location Type:	Store

Transcript

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

OPENING

Health & Safety, this is Agent Karen. How can I help you today?

Joshua Thompson, Shift Supervisor at the W. Lake Lansing Road store in East Lansing. Hi Karen, how's it going?

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

PROBLEM DESCRIPTION

We've got an issue with our cooler temps, Karen. They exceeded the safe range for about 88 minutes earlier today. I'm lookin' at the logs right now, and it looks like it happened during the morning rush. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was sayin', it's a pretty big deal since we've got perishables in there. Did you hear me right, 88 minutes?

That's correct, Joshua. I'm gonna go ahead and grab my notes. Can you tell me what the actual temp was readin' during that time? And was it just one cooler or all of 'em?

It was all of 'em, unfortunately. The lowest reading was 42 degrees, but it got up to 45 in one of the coolers. (interruption) Hold on, Karen, I've got a team member askin' me a question. (pause) Sorry 'bout that.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I'm gonna go ahead and create a ticket for this. This is definitely a high-priority issue, so I'm gonna make sure to escalate it. I'm creatin' ticket MEI-13912 right now. In the meantime, I recommend you guys go ahead and move any perishables to a different cooler or consider callin' in a repair service ASAP. We'll get someone out to take a look at it within the next 24 hours, but I want to make sure you're takin' care of those products in the meantime. Can you confirm you've got a plan in place for that?

Yeah, we're on it, Karen. I appreciate the urgency. We'll get it taken care of.

CLOSING

Alright, Joshua, just to summarize, we've got ticket MEI-13912 created, and we'll have someone out to take a look at your coolers within the next 24 hours. You'll also receive a follow-up call from us to make sure everything's been resolved. If you have any other questions or concerns, don't hesitate to reach out. Thanks for bringin' this to our attention, and I hope you have a great rest of your day!

Thanks, Karen. Appreciate it.