

Meijer Support Call Transcript — MEI-3347

Ticket ID:	MEI-3347	Priority:	Low
Created:	2025-03-14 14:45:08	Status:	Resolved
Store #:	302	Store:	US-41 West, Marquette
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	46.54825, -87.441458	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?

Michelle White: Hi, Agent Thompson. This is Michelle, Front End Supervisor at the US-41 West store in Marquette.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going up in the U.P. today?

Michelle White: Oh, you know, just trying to get through the day. We've got a bit of an issue with our bakery oven.

PROBLEM DESCRIPTION

Michelle White: Yeah, our bakery oven is on the fritz. It's not heating up properly, and we're getting some error messages on the display. We've tried restarting it, but nothing's working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error messages you're seeing? Are they giving you any specific codes or anything?

Michelle White: Let me check... (background noise) Okay, it says "E-03" on the screen. And it's just not getting up to temperature.

Agent Thompson: Alright, got it. And have you noticed any other issues with the oven, like any unusual noises or smells?

Michelle White: (interrupted by a page over the store intercom) Sorry, just a sec... (back to the call) No, nothing like that. It just seems like it's not working right.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Michelle. I'm going to go ahead and create a ticket for this issue. That'll be MEI-3347. I'm going to mark it as a low priority, but I'll make sure our team takes a look at it ASAP.

Michelle White: Sounds good, thanks.

Agent Thompson: In the meantime, have you tried checking the oven's electrical connections or making sure the ventilation system is clear?

Michelle White: Yeah, we've checked all that. We're just not sure what's going on with it.

Agent Thompson: Alright, well, I'm going to go ahead and assign this ticket to our team. We should have someone out to take a look at it within the next 24 to 48 hours.

CLOSING

Agent Thompson: Just to summarize, Michelle, we've created ticket MEI-3347 for your bakery oven issue. We'll have someone out to take a look at it soon. If you have any other issues or concerns, don't hesitate to reach out.

Michelle White: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. Have a great day, and we'll talk to you soon.

Michelle White: You too, thanks. Bye.