

# Meijer Support Call Transcript — MEI-2671

Ticket ID:	MEI-2671	Priority:	Medium
Created:	2024-11-04 22:40:04	Status:	In progress
Store #:	229	Store:	S. Range Rd., Marysville
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	42.9083697, -82.4977464	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?

Michelle Harris: Hi, Agent Thompson. This is Michelle Harris, Department Manager at the S. Range Rd. store in Marysville.

Agent Thompson: Ah, hi Michelle! Nice to talk to you. How's everything going up in Marysville today?

Michelle Harris: It's going, just dealing with a health inspection issue. (background noise of store announcements)

### \*\*PROBLEM DESCRIPTION\*\*

Michelle Harris: So, we had a health inspection yesterday and they found some issues with our dairy cooler temperatures. Apparently, they were a degree or two off, and we need to get that fixed ASAP.

Agent Thompson: Okay, I see. Can you tell me more about the inspection findings? What specifically did they say was wrong with the cooler temps?

Michelle Harris: (interrupted by a store page) Sorry about that. Okay, so they said our milk was at 41.5 degrees, and it needs to be at 41 or below.

Agent Thompson: Got it. And did they give you any kind of deadline to get this corrected?

Michelle Harris: Yeah, they want us to fix it by the end of the week. (background noise of customers chatting)

Agent Thompson: Alright, I understand. And just to confirm, there's no vendor involved in this issue, correct?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Michelle, I'm going to go ahead and take a look at this. I've got your ticket number, MEI-2671, and I'll make sure to prioritize it. Can you tell me if you've already taken any steps to address the issue?

Michelle Harris: Not yet, we were waiting to hear back from you all.

Agent Thompson: Alright, well, in the meantime, I recommend you go ahead and check the cooler temps manually to make sure they're within range. I'll also go ahead and send someone out to take a look at the cooler and make any necessary adjustments. We should be able to get someone out there within the next 24-48 hours.

Michelle Harris: That sounds great, thank you.

### \*\*CLOSING\*\*

Agent Thompson: Alright, Michelle, just to summarize, we're going to send someone out to take a look at your dairy cooler and make any necessary adjustments. You can expect someone to be out there within the next 24-48 hours. Your ticket number is MEI-2671, and I'll make sure to follow up with you to ensure everything gets resolved.

Michelle Harris: Sounds good, thank you for your help, Agent Thompson.

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