

Meijer Support Call Transcript — MEI-25693

Ticket ID:	MEI-25693	Priority:	High
Created:	2025-07-07 20:52:29	Status:	Closed
Store #:	155	Store:	Chester Boulevard, Richmond
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	39.868241, -84.88534007633976	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?

Daniel Davis: Hi Agent Thompson, this is Dan Davis, Store Manager at the Chester Boulevard Meijer in Richmond.

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

Daniel Davis: Oh, you know, just trying to stay on top of things. We've got a bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Daniel Davis: So, our cooler temps got out of range for a bit. We're talking about 74 minutes where they were above safe levels.

Agent Thompson: I see. Can you tell me more about what happened? Was it a specific cooler or the whole store?

Daniel Davis: It was just one of our dairy coolers. We've got a new guy on staff and I think he might have forgotten to check the temps during his shift.

Agent Thompson: Okay, got it. And did you notice any issues with the product itself? Any spoilage or... (background noise of a store intercom) ...sorry, go ahead.

Daniel Davis: No, thankfully not. We caught it before anything went bad. But I know we need to get this documented and figured out ASAP.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Absolutely, Dan. I'm going to go ahead and create a ticket for this. That'll be MEI-25693. Given the priority level, I want to make sure we get this resolved quickly. Can you tell me what steps you've taken so far to address the issue?

Daniel Davis: Well, we've already adjusted the cooler settings and we're monitoring it closely.

Agent Thompson: Great. I'm going to recommend that we also do a thorough cleaning and sanitizing of the affected area, just to be safe. I'll send over some guidance on that. We should have this wrapped up within the next 24 hours.

Daniel Davis: Sounds good. What's the next step on my end?

Agent Thompson: Just keep an eye on those temps and make sure everything is running smoothly. We'll follow up with you tomorrow to check in.

CLOSING

Agent Thompson: Just to summarize, Dan, we've got ticket MEI-25693 open for the cooler temp issue at your store. We'll be in touch tomorrow to follow up.

Daniel Davis: Alright, thanks for your help, Agent Thompson. I appreciate it.

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

Daniel Davis: You too, thanks. Bye.

Agent Thompson: Bye, Dan.