

# Meijer Support Call Transcript — MEI-7141

Ticket ID:	MEI-7141	Priority:	Low
Created:	2025-07-21 10:18:15	Status:	In progress
Store #:	20	Store:	Alpine Ave., N.W., Grand Rapids
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	43.00778715, -85.6917416523328	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?

Amanda Martinez, Shift Supervisor at the Alpine Ave store in Grand Rapids. Hi, how's your day going so far?

Oh, it's going alright, thanks for askin'. We've got a bit of an issue with our bakery oven, though.

No problem, happy to help, Amanda. What seems to be the problem with the oven?

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

Well, our bakery team's been havin' some trouble gettin' it to heat up properly. They've tried restartin' it and checkin' the temperature settings, but nothin's seemin' to work. We're gettin' a little behind on our bread production.

Can you tell me more about the error messages you're seein'? Is it displayin' any codes or lights?

Uh, let me check... (background noise) Okay, yeah, it's showin' a fault code 34. And the temperature's not gettin' above 200 degrees.

That doesn't sound right. Have you tried checkin' the oven's electrical connections or the gas supply? (pause) Sorry, can you hold for just a sec, Amanda? (hold music plays for 2 minutes)

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

Okay, I'm back. Sorry about that. So, I've gone ahead and created a ticket for this issue, MEI-7141. I think we're gonna need to get one of our technicians out to take a look at the oven. In the meantime, can you try usin' one of the other ovens to get your bread production back on track?

That's a good idea. We do have a backup oven we can use. How soon can we expect someone to come out and fix the problem?

I'd say we're lookin' at a 24- to 48-hour turnaround time, dependin' on the technician's schedule. I'll go ahead and prioritize this ticket, so we can get someone out as soon as possible.

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

Just to summarize, Amanda, we've created ticket MEI-7141 for the bakery oven issue at your store. I've suggested usin' a backup oven in the meantime, and we'll have a technician out to fix the problem within the next 24 to 48 hours. You should receive an update on the ticket status via email. Is there anything else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Amanda. Have a great day, and we'll get that oven fixed up for ya!