

Meijer Support Call Transcript — MEI-15954

Ticket ID:	MEI-15954	Priority:	Low
Created:	2024-05-30 00:33:11	Status:	Closed
Store #:	133	Store:	E. US Highway 36, Avon
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	39.763278, -86.402411	Location Type:	Store

Transcript

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

OPENING

Facilities Support, this is Agent Karen. How can I help you today?

Emily Thompson: Hi Karen, this is Emily Thompson, Assistant Manager at the Avon store on E. US Highway 36.

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

Emily Thompson: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue in the deli department, though.

PROBLEM DESCRIPTION

Emily Thompson: So, our deli slicer is on the fritz. It's not turning on, and we can't get it to slice any meat or cheese. We've tried unplugging it and plugging it back in, but nothing's working.

Agent Karen: Okay, sorry to hear that. Can you tell me what kind of slicer it is and when it started acting up?

Emily Thompson: It's a Hobart slicer, and it just stopped working this morning. We were in the middle of prepping for the lunch rush... (background noise of store announcements) ...sorry, what was that?

Agent Karen: No worries, I'm still here. So, just to confirm, the slicer is not turning on at all, and you've tried the usual troubleshooting steps?

Emily Thompson: That's right. We've also checked the circuit breaker, and it's not a power issue.

TROUBLESHOOTING/RESOLUTION

Agent Karen: Alright, I'm going to go ahead and create a ticket for this issue. That'll be MEI-15954. I'm going to mark it as a low priority since it's not a critical issue, but I'll still get someone out to take a look as soon as possible.

Emily Thompson: Okay, sounds good. How soon can we expect someone to come out?

Agent Karen: We should be able to get someone out to you within the next 24 to 48 hours. In the meantime, you might consider using the slicer at the other end of the deli counter or temporarily moving some of the slicing tasks to the meat department.

Emily Thompson: Alright, that's a good idea. We can make do with that for now.

CLOSING

Agent Karen: So, just to summarize, I've created ticket MEI-15954 for the deli slicer issue at your store. We'll get someone out to take a look as soon as possible, likely within the next 24 to 48 hours.

Emily Thompson: Great, thanks Karen. I appreciate your help.

Agent Karen: You're welcome, Emily. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Emily Thompson: You too, thanks again. Bye!