

Meijer Support Call Transcript — MEI-15846

Ticket ID:	MEI-15846	Priority:	Medium
Created:	2024-06-10 10:57:15	Status:	In progress
Store #:	35	Store:	Pardee Road, Taylor
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	42.200403449999996, -83.26156342219696	Location Type:	Store

Transcript

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

OPENING

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

Michael Davis: Hi Karen, this is Michael Davis, Assistant Manager at the Pardee Road store in Taylor.

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

Michael Davis: It's going alright, just dealing with a little issue in our freezer section.

PROBLEM DESCRIPTION

Michael Davis: We've got a freezer malfunction that's requiring some assistance. It's one of our walk-in freezers, and the temperature is fluctuating pretty wildly.

Karen: Okay, can you tell me more about what's happening with the temperature? Is it getting too warm or too cold?

Michael Davis: Yeah, it's getting too warm. We're seeing temps up to 40 degrees in there, which is obviously not good for our frozen products.

Karen: Okay, got it. And have you noticed any error messages on the control panel or anything like that?

Michael Davis: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, we are seeing an error message, but I'm not sure what it means.

Karen: Okay, no problem. Can you read me the error message?

TROUBLESHOOTING/RESOLUTION

Karen: Alright, Michael, based on what you're telling me, it sounds like we might have a refrigerant leak or a problem with the compressor. I'm going to go ahead and reference the ticket I'm creating, MEI-15846.

Michael Davis: Okay, sounds good.

Karen: I'm going to prioritize this as a medium priority, but I want to make sure we get someone out to take a look at it ASAP. Can you tell me what kind of product you've got stored in that freezer?

Michael Davis: We've got a mix of frozen meats, veggies, and prepared foods.

Karen: Okay, got it. I'm going to go ahead and schedule a technician to come out and take a look at it. We should be able to get someone out there within the next 24 to 48 hours.

CLOSING

Karen: Just to summarize, Michael, I've created ticket MEI-15846 for the freezer malfunction at your store. We'll get a technician out to take a look at it as soon as possible.

Michael Davis: Sounds great, thanks Karen.

Karen: You're welcome, Michael. If you have any other issues or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on the status of the repair.

Michael Davis: Appreciate it, thanks again.