

# Meijer Support Call Transcript — MEI-9246

Ticket ID:	MEI-9246	Priority:	Medium
Created:	2024-06-06 18:45:23	Status:	Closed
Store #:	130	Store:	West Carmel Drive, Carmel
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	39.973588750000005, -86.15266821335494	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 Jones, Front End Supervisor at the West Carmel Drive store in Carmel. Hi, how's your day going?  
Oh, it's going alright, thanks for askin'. We're stayin' busy here. What can I do for you, Amanda?  
Not too bad, just dealing with a bit of a situation here. Our HVAC system's actin' up.

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

So, our store's gettin' pretty warm, and our customers are startin' to notice. I'd say it's been about an hour since we first noticed the issue. We've got our pharmacists and deli staff gettin' a little concerned about the temperature.  
Can you tell me more about what's happenin' with the HVAC system, Amanda? Is it blowin' cold air at all?  
No, it's just not coolin' like it should be. We've checked the thermostats, and everything looks normal, but... (background noise of a customer asking a question) ...sorry, just a sec. (pause) Okay, sorry about that. As I was sayin', we've checked the thermostats, and it just doesn't seem to be workin' right.  
Have you noticed any error messages or lights on the control panel?  
Not that I've seen, but I can double-check. (pause) Nope, nothin' obvious.

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

Okay, Amanda, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-9246. I'm gonna mark it as a medium priority, since it's not critical, but we still want to get it resolved ASAP. Can you tell me if you've had any recent maintenance done on the system?  
Not that I'm aware of. We did have some work done on the roof last week, but I don't think that's related.  
Alright, I'm gonna go ahead and get our HVAC specialist to take a look at it. We should be able to get someone out there within the next 24 to 48 hours. In the meantime, you might want to consider movin' some of your more temperature-sensitive products to a cooler area, just to be safe.

**\*\*CLOSING\*\***

So, just to recap, I've created ticket MEI-9246 for the HVAC issue at your store. We'll get someone out to take a look as soon as possible. You should hear back from us within the next day or so with an update. Is there anything else I can help you with in the meantime, Amanda?

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

You're welcome, Amanda. Have a great day, and we'll talk to you soon. Bye!