

Meijer Support Call Transcript — MEI-8146

Ticket ID:	MEI-8146	Priority:	Low
Created:	2025-06-18 10:32:20	Status:	Resolved
Store #:	265	Store:	S. Western Ave., Evergreen Park
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	41.7247261, -87.68544337214925	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?

Lisa Martin: Hi Karen, this is Lisa, the Store Manager at our S. Western Ave. location in Evergreen Park.

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

Lisa Martin: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue with our dairy cooler, though.

PROBLEM DESCRIPTION

Lisa Martin: Yeah, our dairy cooler is running at 52 degrees, and I'm getting a little worried about the product temperature. We need to get this fixed ASAP.

Agent Karen: Okay, 52 degrees is definitely too high. Can you tell me more about what's going on? Is the cooler not cooling at all, or is it just not getting cold enough?

Lisa Martin: (background noise of store announcements) Sorry, bear with me for a sec... Okay, so it's just not cooling like it should be. We've got Hill Phoenix equipment, and I'm not sure if it's a compressor issue or what.

Agent Karen: Alright, got it. And when did you first notice the problem?

Lisa Martin: (interrupted by a store employee) Just a minute, Bob... (back to the call) Sorry about that. We noticed it this morning during our daily temperature checks.

TROUBLESHOOTING/RESOLUTION

Agent Karen: Okay, Lisa, I'm going to go ahead and create a ticket for this issue. That'll be MEI-8146. I'm going to mark it as a priority low, but I'll make sure to get someone out to you as soon as possible.

Lisa Martin: Sounds good, thanks. What's the timeline looking like?

Agent Karen: Well, I've got a technician scheduled to come out to your store within the next 24 hours. In the meantime, can you please make sure to monitor the temperature and keep an eye on the product?

Lisa Martin: Absolutely, we'll keep an eye on it. What about a temporary fix, is there anything we can do in the meantime?

Agent Karen: Unfortunately, since it's a refrigeration issue, there's not much we can do as a temporary fix. But I can offer to send out a loaner cooler if needed.

****CLOSING****

Agent Karen: Just to summarize, I've created ticket MEI-8146 for your dairy cooler issue, and we'll have someone out to you within the next 24 hours. If you have any further issues or concerns, please don't hesitate to reach out.

Lisa Martin: Sounds good, thanks Karen. I appreciate your help.

Agent Karen: You're welcome, Lisa. We'll get this taken care of for you. Have a great day, and I'll talk to you soon.

Lisa Martin: You too, thanks again. Bye.