

# Meijer Support Call Transcript — MEI-15724

Ticket ID:	MEI-15724	Priority:	High
Created:	2025-02-11 21:23:32	Status:	Resolved
Store #:	293	Store:	W 3 Mile Rd, Sault Sainte Marie
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	46.46558755, -84.38768727787522	Location Type:	Store

## Transcript

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

### \*\*OPENING\*\*

Health & Safety, this is Agent Thompson. How can I help you today?

Elizabeth Brown: Hi, Agent Thompson. I'm Elizabeth Brown, Store Manager at the W 3 Mile Rd store in Sault Sainte Marie.

Agent Thompson: Hi Elizabeth, nice to talk to you. How's everything going up in the U.P. today?

Elizabeth Brown: Oh, you know, just trying to stay on top of things. We've got a bit of an issue I wanted to touch base with you about.

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

Elizabeth Brown: So, our cooler temps exceeded the safe range for about 50 minutes earlier today. I'm getting a little concerned about potential food safety issues.

Agent Thompson: I understand, Elizabeth. Can you tell me more about what happened? Was it a specific cooler or the whole store?

Elizabeth Brown: It was just one of our dairy coolers. We've got a lot of milk and eggs in there, so I'm worried about spoilage. (background noise of store announcements) Sorry, bear with me for a sec.

Agent Thompson: No problem, Elizabeth. I'm here to help. Did you notice anything unusual before the temps started rising? Any issues with the cooler's compressor or fans?

Elizabeth Brown: Not that I'm aware of. We've been having some issues with the HVAC system in that area, but I didn't think it was related to the cooler.

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

Agent Thompson: Okay, Elizabeth. I'm going to go ahead and create a ticket for this issue. That'll be MEI-15724. I'm going to escalate this to our priority queue since it's a high-priority issue.

Elizabeth Brown: Okay, sounds good. What's the next step?

Agent Thompson: I'm going to recommend that you check the cooler's thermostat and make sure it's calibrated correctly. In the meantime, I'll get our maintenance team to take a look at the HVAC system and see if there's a connection. We should have someone out to you within the next 24 hours.

Elizabeth Brown: Alright, that sounds like a plan.

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

Agent Thompson: Just to summarize, Elizabeth, we've got a ticket open for the cooler temp issue at your store. I'll make sure to follow up with you tomorrow to check on the status. Your ticket number is MEI-15724.

Elizabeth Brown: Great, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Elizabeth. We'll get this taken care of for you. Have a great day, and stay warm up there in the U.P.!