

Meijer Support Call Transcript — MEI-2299

Ticket ID:	MEI-2299	Priority:	Medium
Created:	2024-06-01 18:48:05	Status:	In progress
Store #:	53	Store:	Highland Road, Waterford
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	42.65306835, -83.36831873718901	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?

Lisa Williams: Hi, Agent Thompson. This is Lisa, Shift Supervisor at the Highland Road store in Waterford.

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

Lisa Williams: It's going alright, just dealing with a little issue. How about you?

PROBLEM DESCRIPTION

Lisa Williams: So, I'm calling about our cooler temps. They exceeded the safe range for about 87 minutes earlier today.

Agent Thompson: Okay, I'm sorry to hear that. Can you tell me more about what happened? What was the temperature reading when you noticed the issue?

Lisa Williams: Yeah, it got up to 42 degrees in the dairy cooler. We've got a lot of milk and eggs in there, so I'm getting a little worried about spoilage.

Agent Thompson: I understand your concern. Did you notice anything unusual, like a power outage or equipment malfunction?

Lisa Williams: (background noise) Oh, sorry about that. We've just got a lot of customers in the store right now. Anyway, no, nothing like that. The equipment seems to be working fine.

Agent Thompson: Alright, got it. And just to confirm, this was in the dairy cooler, correct?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Lisa, I'm going to go ahead and take a look at this. I've created a ticket for you, MEI-2299. I'm going to send someone out to take a look at the cooler and make sure everything is working properly.

Lisa Williams: That sounds great, thank you.

Agent Thompson: In the meantime, I recommend that you go ahead and move any sensitive products to a different cooler, just to be safe.

Lisa Williams: Alright, that's a good idea. We can move them to the backup cooler in the back.

Agent Thompson: Exactly. And I'll make sure someone gets out to you within the next 24 hours to take a look at the equipment.

CLOSING

Agent Thompson: So, just to summarize, we've got a ticket open for the cooler temp issue at your store, and someone will be out to take a look within the next 24 hours.

Lisa Williams: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Lisa. Your ticket number is MEI-2299, and I'll make sure to follow up with you tomorrow to check on the status.

Lisa Williams: Appreciate it, thanks again.

Agent Thompson: You're welcome, have a great day!