

Meijer Support Call Transcript — MEI-11334

Ticket ID:	MEI-11334	Priority:	Medium
Created:	2024-07-29 14:48:21	Status:	In progress
Store #:	131	Store:	E. Washington Street, Indianapolis
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	39.77418495, -85.96376194596259	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?

Emily Jones: Hi, Agent Thompson. This is Emily Jones, Store Manager at the E. Washington Street Meijer in Indianapolis. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Emily. What can I help you with today?

Emily Jones: Just a quick issue I wanted to touch base with you about. We've got a bit of a situation with our cooler temps.

PROBLEM DESCRIPTION

Emily Jones: So, our temperature logs are showing that our cooler temps exceeded the safe range for about 57 minutes earlier today. I'm concerned about potential food safety issues.

Agent Thompson: Okay, Emily. Can you tell me more about what you're seeing on those temperature logs? What's the current temp reading in the cooler?

Emily Jones: Let me just check real quick... (background noise) Okay, it's currently at 42 degrees, but like I said, it was out of range for about an hour.

Agent Thompson: Alright, got it. And just to confirm, this is the walk-in cooler we're talking about, correct?

Emily Jones: That's right. And I've already notified our dairy and meat teams to start checking product temps and rotating stock as needed.

Agent Thompson: Okay, good thinking. I'm going to go ahead and pull up your store's info... (pause) Okay, I see we don't have any vendor involvement listed on this issue. Is that correct?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily, based on what you've told me, I'm going to go ahead and create a ticket for this issue. That'll be ticket number MEI-11334. I'm going to prioritize this as a medium-priority issue, given the potential food safety concerns.

Emily Jones: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you continue to monitor those temperature logs and take any necessary steps to ensure product safety. I'd like to get one of our maintenance techs out to take a look at the cooler ASAP.

Emily Jones: That sounds great, thank you. What's the timeline looking like for the tech to arrive?

Agent Thompson: I'm going to go ahead and schedule that for today, hopefully within the next few hours. I'll make sure to update the ticket with any changes to the schedule.

CLOSING

Agent Thompson: Just to summarize, Emily, we've got a ticket created for the cooler temp issue, and I'm going to get a maintenance tech out to take a look today. Your ticket number is MEI-11334, and I'll be sure to follow up with you if there are any changes to the schedule.

Emily Jones: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Emily Jones: You too, thanks again. Bye!