

Meijer Support Call Transcript — MEI-11692

Ticket ID:	MEI-11692	Priority:	Medium
Created:	2025-06-17 16:17:19	Status:	In progress
Store #:	147	Store:	Tylersville Rd., West Chester
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	39.3573745, -84.37607673893447	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?

Robert Martin, Assistant Manager at the Tylersville Rd. store in West Chester. Hi, how's it going?

Oh, hi Robert! I'm doin' alright, thanks for askin'. What can I help you with at store 147 today?

Not too bad, just a little frustrated with an equipment issue. Hope you can help me out.

PROBLEM DESCRIPTION

So, we've got a freezer malfunction in our dairy department. It's a pretty big deal, 'cause we're talkin' about perishable products here. I've got my team tryin' to move the affected stock to another unit, but we need to get this fixed ASAP.

Can you tell me more about the malfunction, Robert? Is it not coolin' at all, or...?

It's just not maintainin' the right temperature. We've checked the thermostat, and it's set right, but it's just not holdin' steady. (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, we've tried restartin' it, but no luck so far.

Okay, got it. And just to confirm, there's no vendor involved in this issue, correct?

That's right, no vendor. Just our in-house equipment.

TROUBLESHOOTING/RESOLUTION

Alright, Robert, I'm gonna go ahead and take a look at this. Based on what you've told me, it's possible we've got a refrigerant leak or a faulty compressor. I'm gonna create a ticket for this, MEI-11692, and we'll get someone out to take a look. In the meantime, can you please keep an eye on the temperature and make sure we're not losin' any product?

Will do. How soon can we expect someone to arrive?

I'd say within the next 24 to 48 hours, dependin' on our technician's schedule. But I'll make sure to prioritize this, since it's a medium-priority issue. I'll also go ahead and add some notes to the ticket, so our tech is aware of the situation.

CLOSING

Just to recap, Robert, we've got a ticket created, MEI-11692, and we'll have someone out to take a look at that freezer within the next 24 to 48 hours. If you have any further issues or concerns, don't hesitate to reach out. We'll get this resolved for you.

Sounds good, thanks for your help, Agent Thompson. I appreciate it.

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