

Meijer Support Call Transcript — MEI-17033

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| Ticket ID: | MEI-17033 | Priority: | High |
| Created: | 2024-11-02 18:31:55 | Status: | Closed |
| Store #: | 231 | Store: | Telegraph Rd., Southfield |
| Category: | Equipment/Hardware Issues | Type: | Bakery Oven |
| Coordinates: | 42.5001967, -83.2823664 | 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?

Sarah Lee: Hi Agent Thompson, this is Sarah Lee, Assistant Manager at the Telegraph Rd. store in Southfield.

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

Sarah Lee: It's going alright, just a few issues with our equipment. Thanks for asking.

PROBLEM DESCRIPTION

Sarah Lee: So, our bakery oven is acting up and we're having some trouble getting it to heat properly. We've tried restarting it, but nothing seems to be working.

Agent Thompson: Okay, can you tell me more about the issue? What kind of error messages are you seeing?

Sarah Lee: Well, it's just not reaching the right temperature. We've got a big order of bread to get out today and we're getting a little worried. (background noise of store announcements)

Agent Thompson: I understand. Can you check the oven's control panel and see if there are any error codes displayed?

Sarah Lee: Let me check... (pause) Yeah, it's showing an error code 34.

Agent Thompson: Okay, that helps. Have you contacted any vendors about this issue?

Sarah Lee: No, not yet. We were hoping to get some help from you guys first.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-17033. I'm going to mark it as high priority since you've got a big order to get out today.

Sarah Lee: Great, thank you.

Agent Thompson: In the meantime, can you try checking the oven's heating elements to see if they're functioning properly?

Sarah Lee: Okay, we can do that.

Agent Thompson: I'm also going to escalate this issue to our emergency repair team. They should be able to get someone out to you within the next 2-3 hours.

Sarah Lee: That sounds great, thank you.

****CLOSING****

Agent Thompson: Just to summarize, I've created ticket MEI-17033 for your bakery oven issue and we're going to get someone out to you as soon as possible.

Sarah Lee: Great, thank you so much for your help.

Agent Thompson: You're welcome, Sarah. We'll get this resolved for you. If you have any other issues, don't hesitate to reach out. Have a great day!

Sarah Lee: You too, thanks again.