

# Meijer Support Call Transcript — MEI-10578

Ticket ID:	MEI-10578	Priority:	Low
Created:	2025-06-18 13:06:12	Status:	In progress
Store #:	216	Store:	Wilson Ave., N.W., Grand Rapids
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	42.9698595, -85.778601	Location Type:	Store

## Transcript

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

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

Facilities Support, this is Agent Karen. How can I help you today?

David Taylor: Hi Karen, this is David Taylor, Grocery Manager at the Wilson Ave store in Grand Rapids.

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

David Taylor: It's going alright, just a little busy with the summer sales going on. But I did need to call about an issue we're having with our deli equipment.

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

David Taylor: So, our deli slicer is on the fritz and we can't seem to get it to slice consistently. We've tried cleaning it and checking the blade, but nothing seems to be working.

Agent Karen: Okay, sorry to hear that. Can you tell me more about what's happening when you try to use it? Is it just not slicing at all or is it slicing unevenly?

David Taylor: It's slicing unevenly, and sometimes it just stops working altogether. (background noise of store announcements) Oh, sorry about that, we've got a promotion going on in the store.

Agent Karen: No worries, I'm used to it. So, just to clarify, you've tried troubleshooting it yourself and it's still not working?

David Taylor: That's right. We've also checked the temperature settings and made sure it's properly calibrated.

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

Agent Karen: Okay, I'm going to go ahead and create a ticket for this issue. I've got ticket MEI-10578 created. I'm going to send someone out to take a look at it as soon as possible.

David Taylor: Great, thank you. We're getting pretty busy in the deli and this is our main slicer.

Agent Karen: I understand. I'm going to prioritize this as a low-priority issue, but I'll still get someone out to you within the next 24-48 hours. In the meantime, can you try using the backup slicer we have in the store?

David Taylor: Yeah, we can do that. But it's not as efficient as our main one.

Agent Karen: I understand. I'll make sure to note that in the ticket. We'll get this resolved as soon as possible.

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

Agent Karen: Just to summarize, I've created ticket MEI-10578 for the deli slicer issue at your store. Someone will be out to take a look at it within the next 24-48 hours.

David Taylor: Great, thank you Karen. I appreciate your help.

Agent Karen: You're welcome, David. 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.

David Taylor: You too, thanks again.