

Meijer Support Call Transcript — MEI-23180

Ticket ID:	MEI-23180	Priority:	Low
Created:	2024-05-03 15:02:33	Status:	In progress
Store #:	248	Store:	17 Mile Rd., N.E., Cedar Springs
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	43.2172281, -85.57917029023247	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?
Christopher Jones, Assistant Manager at the 17 Mile Rd. store in Cedar Springs. Hi, how's it going?
Oh, hi Chris! I'm doin' alright, thanks for askin'. What can I help you with today?
Not too bad, just a little frustrated with our deli equipment. We're havin' some issues.

****PROBLEM DESCRIPTION****

So, our deli slicer is actin' up, and we can't seem to get it to slice consistently. We've tried cleanin' it and checkin' the blade, but nothin's workin'. (background noise of store announcements) Sorry, bear with me for a sec... Okay, so like I was sayin', it's just not cooperatin' today.
Can you tell me more about the issue with the slicer, Chris? Is it givin' you an error message or just not turnin' on?
No error message, it just won't slice right. We've had it for a while, so I'm thinkin' it might be time for some maintenance or maybe even a replacement.
Have you tried checkin' the tension on the blade or adjustin' the slice thickness?
Yeah, we've tried all that. I'm startin' to think it's a bigger issue. We don't have a vendor scheduled to come in, so I was hopin' you could help us out.

****TROUBLESHOOTING/RESOLUTION****

Okay, Chris, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-23180. I'm thinkin' we might need to send someone out to take a look at it. In the meantime, can you try usin' a different slicer or workin' around it somehow?
We can try to use the other one, but it's gonna slow us down a bit. How soon can we expect someone to come out and take a look?
I'd say within the next 24 to 48 hours, dependin' on our technician's schedule. I'll make sure to prioritize it for you, though.
Alright, that sounds good. I appreciate it.

****CLOSING****

So, just to recap, I've created ticket MEI-23180 for your deli slicer issue, and we'll have someone out to take a look within the next 24 to 48 hours. You should receive an update on the status of the ticket via email.

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

You're welcome, Chris. Have a great day, and we'll get that slicer up and runnin' in no time.