

# Meijer Support Call Transcript — MEI-15523

Ticket ID:	MEI-15523	Priority:	Low
Created:	2024-09-18 15:59:51	Status:	In progress
Store #:	326	Store:	M-55, West Branch
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	44.274296, -84.274386	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?

Michael Martin: Hi Agent Thompson, this is Michael Martin, Produce Manager at the M-55 store in West Branch.

Agent Thompson: Ah, hi Michael! Nice to talk to you. How's everything going up in West Branch today?

Michael Martin: Oh, you know, just trying to get through the day. We've got a health inspection going on and I'm having some issues.

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

Michael Martin: So, the inspector is here and they're citing us for some temperature control issues in our produce cooler. Apparently, our thermostats aren't calibrated right and it's throwing off our temperature logs.

Agent Thompson: Okay, I see. Can you tell me more about the specific issues the inspector is finding? What kind of temperatures are we talking about?

Michael Martin: (background noise) Hold on just a sec, Agent Thompson... (pause) Okay, sorry about that. So, the inspector is saying our cooler is running at 42 degrees, but our logs are showing 38. And they're also saying our thermostats aren't certified.

Agent Thompson: Alright, got it. And have you checked the thermostats recently to make sure they're working properly?

Michael Martin: Yeah, we checked 'em this morning and they seemed fine. But I guess we need to get 'em recalibrated or something.

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

Agent Thompson: Okay, Michael, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-15523. I'm gonna prioritize this as low, but I'll make sure our maintenance team gets out to you ASAP to take a look at those thermostats.

Michael Martin: Sounds good, thanks. How soon can we expect someone to come out?

Agent Thompson: We should be able to get someone out to you within the next 24 to 48 hours. In the meantime, can you please make sure to monitor those temperatures closely and adjust as needed to ensure food safety?

Michael Martin: Absolutely, will do.

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

Agent Thompson: Alright, Michael, just to summarize, we've got a ticket created for the temperature control issue in your produce cooler. I'll make sure our team gets out to you soon to take a look. Your ticket number is MEI-15523.

Michael Martin: Got it, thanks Agent Thompson. I appreciate your help.

Agent Thompson: You're welcome, Michael. We'll be in touch soon. Have a great day and thanks for shopping Meijer!