

# Meijer Support Call Transcript — MEI-17033

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.