

Meijer Support Call Transcript — MEI-1902

Ticket ID:	MEI-1902	Priority:	Low
Created:	2024-09-02 23:08:52	Status:	In progress
Store #:	191	Store:	M-89, Plainwell
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	42.452462, -85.6602171196273	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?
Matthew Brown, Front End Supervisor at the M-89 store in Plainwell. Hi, how's it going?
Oh, hi Matthew! I'm doin' alright, thanks for askin'. How 'bout you? What's goin' on at the store?
Not great, unfortunately. We're havin' some issues with our dairy cooler.

****PROBLEM DESCRIPTION****

So, our dairy cooler is runnin' at 46 degrees, and we need to get it fixed ASAP. We're talkin' milk, eggs, all that stuff... it's a food safety issue.
I see. Can you tell me more about what's happenin' with the cooler? Is it just not coolin' at all, or... (background noise of store announcements) Oh, sorry 'bout that, Matthew. Go ahead.
It's just not coolin' like it should be. We've checked the temps, and it's been runnin' at 46 for a while now. We're worried about spoilage. We use Hill Phoenix for our refrigeration, so I'm hopin' you can help us get in touch with 'em.
Okay, got it. And when did you first notice the issue, Matthew?
Uh, let's see... I think it was earlier today. We've been monitorin' it, but it's not gettin' any better.

****TROUBLESHOOTING/RESOLUTION****

Alright, Matthew, I'm gonna go ahead and create a ticket for this. That'll be MEI-1902. I'm gonna mark it as a high priority, since it's a food safety issue. I'll get in touch with Hill Phoenix and see what we can do to get someone out to fix that cooler ASAP.
In the meantime, can you guys move the affected products to a different cooler or...?
Yeah, we can do that. We've got a backup cooler we can use. But we need to get this fixed today, if possible.
I understand, Matthew. I'm gonna shoot for a same-day fix, but I'll need to confirm with Hill Phoenix. I'll give you a call back within the hour with an update, sound good?

****CLOSING****

Just to recap, Matthew, I've created ticket MEI-1902 for the dairy cooler issue at your store. I'll be in touch with Hill Phoenix and we'll get someone out to fix it ASAP. You'll hear back from me within the hour with an update.
Sounds good, thanks for your help, Agent Thompson.

You're welcome, Matthew. We'll get this taken care of. Have a good day, and I'll talk to you soon.

Thanks, you too. Bye.