

Meijer Support Call Transcript — MEI-24335

Ticket ID:	MEI-24335	Priority:	Low
Created:	2024-08-19 18:29:17	Status:	Resolved
Store #:	192	Store:	McFarland Rd, Rockford
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	42.29274635, -88.9761256883312	Location Type:	Store

Transcript

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

OPENING

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

Samantha Johnson, Store Manager at the McFarland Rd, Rockford location. Hi Karen, how's your day going?

Oh, it's going well, thanks for askin'. What can I do for you, Samantha?

Just dealing with a bit of a situation here, so I appreciate your help.

PROBLEM DESCRIPTION

We've got a freezer malfunction in our dairy department, and I'm not sure what's goin' on. It's one of the stand-up freezers, and the temperature's been fluctuatin' all morning. We've had to move some product to another unit, but I'm worried about spoilage.

Can you tell me more about the malfunction, Samantha? Is it displayin' an error code or anything?

Well, let me check... (background noise) Okay, yeah, it's showin' an error code 34. And our maintenance guy's already taken a look, but he's not sure what's goin' on.

Has the vendor been notified, or is this somethin' we're handlein' in-house?

No vendor involved yet, just our in-house team. We're tryin' to troubleshoot before we bring in outside help.

TROUBLESHOOTING/RESOLUTION

Okay, Samantha, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-24335. I'm thinkin' we might need to send someone out to take a look at that freezer. In the meantime, can you keep an eye on the temperature and make sure we're not losin' any product?

Yeah, we're on top of it. What's the timeline lookin' like for gettin' someone out here?

I'd say we're lookin' at 24 to 48 hours, dependin' on our technician's schedule. I'll go ahead and prioritize this as a low-priority issue, since you've already moved the product to a safe location.

Okay, that sounds good. I just want to make sure we get this resolved before we start seein' some losses.

CLOSING

Alright, Samantha, just to summarize, we've got a ticket created, MEI-24335, and we'll have someone out to take a look at that freezer within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to reach out.

Sounds good, Karen. Thanks for your help, and I'll talk to you soon.

You're welcome, Samantha. Have a great day, and we'll get that freezer up and runnin' in no time. Bye for now!