

Meijer Support Call Transcript — MEI-23580

Ticket ID:	MEI-23580	Priority:	Low
Created:	2024-10-03 11:35:57	Status:	Resolved
Store #:	318	Store:	Leavitt Rd, Lorain
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	41.419934299999994, -82.21220205676462	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?

Jessica Harris: Hi, Agent Thompson. This is Jessica Harris, Shift Supervisor at the Leavitt Rd store in Lorain.

Agent Thompson: Hi Jessica, nice to talk to you. How's everything going at the store today?

Jessica Harris: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Jessica Harris: So, our cooler temps exceeded the safe range for about 82 minutes this morning. I'm getting a bit concerned about food safety.

Agent Thompson: Okay, can you tell me more about what happened? Was it a specific cooler or the whole store?

Jessica Harris: It was just one of our dairy coolers. We've got a lot of milk and eggs in there, so I'm worried about spoilage. (background noise of store announcements) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, it was just that one cooler.

Agent Thompson: No problem, Jessica. I'm here to help. Can you tell me what the temperature reading was when you noticed the issue?

Jessica Harris: Let me check... (pause) Okay, it was up to 45 degrees for about an hour and a half.

Agent Thompson: Okay, got it. And you didn't notice any issues with the cooler's functioning before this happened?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Jessica, I'm going to go ahead and create a ticket for this issue. That'll be MEI-23580. I'm going to mark it as a low priority since it's already been resolved, but I want to make sure we document everything.

Jessica Harris: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you go ahead and check the cooler's thermostat and make sure it's functioning properly. If you need any assistance with that, just let me know.

Jessica Harris: Will do. What's the timeline looking like for getting this issue fully resolved?

Agent Thompson: Well, since it's already been resolved, we'll just need to do a follow-up to make sure everything is working properly. I'd say within the next 24 hours, we'll have someone out to take a look.

CLOSING

Agent Thompson: Just to summarize, Jessica, we've got a ticket created for the cooler temp issue at your store. The ticket number is MEI-23580. We'll follow up with you within the next 24 hours to make sure everything is working properly.

Jessica Harris: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. Have a great day and let me know if you need anything else.

Jessica Harris: You too, thanks again. Bye!

Agent Thompson: Bye!