

Meijer Support Call Transcript — MEI-18399

Ticket ID:	MEI-18399	Priority:	Low
Created:	2025-02-22 15:26:35	Status:	In progress
Store #:	23	Store:	W. Saginaw Hwy, Lansing
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	42.73880935, -84.6238607239778	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?

Jennifer White: Hi Agent Thompson, this is Jennifer White, Shift Supervisor at the W. Saginaw Hwy store in Lansing. How's your day going so far?

Agent Thompson: Oh, it's going well, thanks for askin'. We're stayin' busy here. What can I help you with, Jennifer?

Jennifer White: Just a quick issue I wanted to touch base with you about. We had a health inspection come through yesterday and we're needin' some assistance.

PROBLEM DESCRIPTION

Jennifer White: So, the inspector found a few issues with our dairy case temperature logs. Apparently, we didn't have the correct documentation for the past week. And, of course, our walk-in cooler was a degree off, too.

Agent Thompson: Okay, I see. Can you tell me more about the temperature logs? Were they just not filled out or...?

Jennifer White: (background noise) Oh, sorry about that. We've got a lot of customers in the store right now. (pause) Anyway, yeah, it looks like our team just didn't fill out the logs like they were supposed to.

Agent Thompson: Alright, got it. And you said the walk-in cooler was a degree off? Was that a consistent issue or just a one-time thing?

Jennifer White: (interrupted by a page over the store intercom) Sorry, bear with me for a sec... (pause) Okay, where was I? Ah yeah, the cooler. It was just a one-time thing, but still, we need to get that fixed.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jennifer, I'm gonna go ahead and take a look at this. I've created a ticket for you, MEI-18399. I'm gonna send someone out to take a look at that walk-in cooler and we'll get those temperature logs straightened out.

Jennifer White: That sounds great, thank you. How soon can we expect someone to come out?

Agent Thompson: We should be able to get someone out there within the next 24 to 48 hours. In the meantime, can you make sure your team is fillin' out those temperature logs like they're supposed to?

Jennifer White: Absolutely, we'll get right on that.

CLOSING

Agent Thompson: Alright, Jennifer, just to summarize, we've got a ticket open for you, MEI-18399, and we'll have someone out to take a look at that walk-in cooler and help with those temperature logs.

Jennifer White: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. We'll be in touch soon. Have a great day and thanks for callin' Health & Safety.

Jennifer White: You too, thanks again. Bye.