

Meijer Support Call Transcript — MEI-22173

Ticket ID:	MEI-22173	Priority:	High
Created:	2024-08-19 20:14:11	Status:	Resolved
Store #:	45	Store:	East US Highway 223, Adrian
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	41.8769154, -84.035926	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?

James Jackson: Hi Agent Thompson, this is James Jackson, Assistant Manager at the East US Highway 223 store in Adrian.

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

James Jackson: Not too bad, just dealing with a bit of an issue. We've got a problem with our dairy cooler.

PROBLEM DESCRIPTION

James Jackson: Yeah, our dairy cooler is running at 47°F, which is way too high. We need to get it fixed ASAP or we're gonna have to start pulling product.

Agent Thompson: Okay, I understand. Can you tell me a bit more about what's going on? Is it just the dairy cooler or are other coolers affected too?

James Jackson: Just the dairy cooler, but it's a big deal for us. We've got a lot of milk and dairy products that are gonna spoil if we don't get it fixed. And to make matters worse, we've got a big sale on milk this week.

Agent Thompson: Okay, got it. And have you contacted Hill Phoenix, our vendor for refrigeration services?

James Jackson: Not yet, I was hoping you guys could help facilitate that. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, like I said, we need to get this fixed ASAP.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, James, I'm gonna go ahead and create a ticket for this issue. It's gonna be MEI-22173. I'm gonna mark it as high priority since it's a refrigeration failure.

James Jackson: Sounds good, thanks.

Agent Thompson: Okay, so I'm gonna go ahead and reach out to Hill Phoenix and see if we can get someone out to take a look at it today. In the meantime, I recommend that you start pulling product and storing it in a different cooler to prevent spoilage.

James Jackson: Alright, that's a good idea. How soon can we expect someone to arrive?

Agent Thompson: I'd say within the next 2-3 hours, depending on Hill Phoenix's schedule. I'll make sure to follow up with them and get an ETA.

CLOSING

Agent Thompson: Alright, James, just to summarize, I've created ticket MEI-22173 for the refrigeration failure at your store. I've reached out to Hill Phoenix and we're expecting someone to arrive within the next 2-3 hours.

James Jackson: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: No problem, James. If you have any other issues or concerns, don't hesitate to reach out. We'll get this resolved ASAP.

James Jackson: Will do, thanks again.

Agent Thompson: You're welcome, James. Have a great day!