

Meijer Support Call Transcript — MEI-11922

Ticket ID:	MEI-11922	Priority:	Medium
Created:	2024-09-09 19:59:27	Status:	Open
Store #:	233	Store:	Fairlane Drive, Allen Park
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	42.278888, -83.20411854554621	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Facilities Support, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Elizabeth Miller, Department Manager at the Fairlane Drive store in Allen Park.

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

Caller: It's going, just dealing with a few issues. Nice day in Michigan, though.

PROBLEM DESCRIPTION

Caller: So, we're having some trouble with one of our freezers. It's not keeping temperature, and we're worried about spoilage.

Agent: Okay, which freezer is it, Elizabeth? Is it one of the ones in the dairy department or...

Caller: (background noise) Oh, sorry about that. It's one of the ones in the meat department. The temperature's been fluctuating all morning.

Agent: Alright, got it. Can you tell me what the current temperature reading is?

Caller: Let me check... (pause) Okay, it's saying 38 degrees, but it should be around 32.

Agent: Okay, that's not good. Have you noticed any error messages on the display?

Caller: Yeah, it's been showing an error code, but I didn't write it down. (background noise) Sorry, can you hold on a sec? (pause) Okay, I'm back.

TROUBLESHOOTING/RESOLUTION

Agent: No problem, Elizabeth. Based on what you're telling me, it sounds like we might have a refrigerant leak or a faulty thermostat. I'm going to go ahead and create a ticket for this issue, which will be MEI-11922.

Caller: Okay, sounds good.

Agent: I'm going to prioritize this as a medium priority, since it's not an immediate food safety issue, but we still need to get it resolved ASAP. Can you please make sure to monitor the temperature and keep an eye on the product in that freezer?

Caller: Absolutely, we'll keep an eye on it.

Agent: Great. I'm going to estimate that we'll have someone out to take a look at it within the next 24 to 48 hours. In the meantime, if the temperature continues to rise, we may need to consider moving the product to a different freezer.

****CLOSING****

Agent: Just to summarize, Elizabeth, I've created ticket MEI-11922 for the freezer malfunction at your store. We'll have someone out to take a look as soon as possible.

Caller: Great, thank you, Karen.

Agent: You're welcome, Elizabeth. If you have any further issues or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on the repair.

Caller: Sounds good, thanks again.

Agent: You're welcome, have a great day!