

Meijer Support Call Transcript — MEI-5303

Ticket ID:	MEI-5303	Priority:	Medium
Created:	2024-10-03 12:08:20	Status:	Open
Store #:	106	Store:	N. Main St., Englewood
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	39.85289018051547, -84.27214070576146	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?

Christopher Martin: Hi Agent Thompson, this is Chris Martin, Assistant Manager at the N. Main St. store in Englewood. How's it going?

Agent Thompson: Oh, hi Chris! I'm doin' alright, thanks for askin'. What can I help you with today?

Christopher Martin: Not too bad, just a little frustrated with our HVAC system. We're havin' some issues.

****PROBLEM DESCRIPTION****

Christopher Martin: So, our HVAC system's been actin' up, and it's gettin' pretty warm in the store. We've got customers complainin', and our employees are gettin' uncomfortable. I think it's the unit on the roof, but I'm not sure.

Agent Thompson: Okay, sorry to hear that, Chris. Can you tell me more about what's happenin'? Is it blowin' warm air or just not coolin' at all?

Christopher Martin: (background noise) Hold on just a sec, Agent Thompson... (pause) Okay, sorry about that. Yeah, it's just not coolin' like it should be. We've tried adjustin' the thermostat, but nothin's changin'.

Agent Thompson: Alright, got it. And you haven't had any vendors out to take a look at it yet, right?

Christopher Martin: That's right, we haven't called anyone yet. We were hopin' you guys could help us out.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Chris, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-5303. I'm gonna mark it as a medium priority, but I'll make sure to get someone out to take a look ASAP.

Christopher Martin: Sounds good, thanks.

Agent Thompson: In the meantime, have you tried checkin' the air filters to make sure they're clean?

Christopher Martin: (pause) Actually, no, we haven't. I can get our maintenance guy to take a look at that.

Agent Thompson: Okay, that's a good idea. If it's just a dirty filter, that might be an easy fix. I'm gonna go ahead and schedule someone to come out and take a look at the system tomorrow morning.

****CLOSING****

Agent Thompson: Alright, Chris, just to summarize, I've created ticket MEI-5303 for your HVAC issue, and we'll have someone out to take a look tomorrow morning. In the meantime, please have your maintenance guy check those air

filters.

Christopher Martin: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Chris. We'll get this taken care of for you. If you have any other issues, don't hesitate to give us a call. Have a great day!

Christopher Martin: You too, thanks again.