

# Meijer Support Call Transcript — MEI-16490

Ticket ID:	MEI-16490	Priority:	High
Created:	2025-05-05 16:53:07	Status:	Open
Store #:	295	Store:	N Morton St, Franklin
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	39.5054483, -86.07334715626357	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?

Matthew Brown, Front End Supervisor at the N Morton St store in Franklin. Hi, how's it going?

Oh, hi Matthew! I'm doin' alright, thanks for askin'. What's goin' on at your store?

Not great, unfortunately. We've got a bit of an emergency on our hands.

### \*\*PROBLEM DESCRIPTION\*\*

Our dairy cooler is runnin' at 53 degrees, and we need to get it fixed ASAP. We've already started movin' product to other coolers, but we're gettin' a little worried about spoilage. Hill Phoenix is the vendor on this one, right?

That's correct, Matthew. Can you tell me when you first noticed the issue?

Uh, let me check... (background noise) ...okay, yeah, it was about an hour ago. We've got a temperature log here that shows it's been creepin' up all morning. (interrupted by a page over the store intercom) Sorry about that, what was the question again?

No worries, Matthew. Just to confirm, the cooler is currently at 53 degrees, and you've got product that's at risk of spoilin'?

That's right. We're talkin' milk, eggs, cheese... all the essentials. (background noise of a customer asking a question) Sorry, hang on a sec... (brief pause) Okay, sorry about that.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Okay, Matthew, I'm gonna go ahead and create a ticket for this. That'll be MEI-16490. I'm gonna mark it as high priority, and we'll get someone from Hill Phoenix out to you ASAP. In the meantime, can you keep movin' product to other coolers and try to minimize the damage?

Yeah, we're on it. What's the timeline lookin' like for the repair?

I'd say we're lookin' at a 2- to 4-hour window, dependin' on the technician's schedule. I'll go ahead and notify Hill Phoenix, and they'll get someone out to you as soon as possible. You should hear from them within the hour to confirm the appointment.

### \*\*CLOSING\*\*

Alright, Matthew, just to recap, we've got a ticket created, and Hill Phoenix is gonna send someone out to fix your dairy cooler. Your ticket number is MEI-16490. I'll follow up with you in a few hours to make sure everything's been resolved

to your satisfaction. Sound good?

Sounds great, thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Matthew. Have a great day, and we'll get this fixed for ya!