

Meijer Support Call Transcript — MEI-5681

Ticket ID:	MEI-5681	Priority:	Low
Created:	2024-07-01 11:53:41	Status:	Resolved
Store #:	153	Store:	S. Western Ave., Marion
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	40.5215342, -85.6771937565413	Location Type:	Store

Transcript

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

OPENING

Facilities Support, this is Agent Jenkins. How can I help you today?

Andrew Thompson, Assistant Manager at the S. Western Ave. store in Marion. Hi, how's it going?

Oh, hi Andrew! Nice to talk to you. How's everything at the store today?

It's goin' alright, just a few issues with our deli equipment, so I thought I'd give you a call.

PROBLEM DESCRIPTION

So, our deli slicer is actin' up, and we're havin' some trouble gettin' it to slice consistently. We've tried cleanin' it and checkin' the blade, but nothin's seemin' to work.

Can you tell me more about the issue, Andrew? What kind of error messages are you seein'?

Well, it's just not slicin' like it should. We're gettin' some uneven cuts, and it's slowin' down our service. (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, like I said, we've tried troubleshootin' it ourselves, but we can't seem to figure out the problem.

Have you checked the slicer's temperature and made sure it's at the right setting?

Yeah, we've checked all that. It's just... (pause) ...I don't know, it's like it's lost its calibration or somethin'.

TROUBLESHOOTING/RESOLUTION

Okay, Andrew, I think I understand the issue. I'm gonna go ahead and create a ticket for you, MEI-5681. I'll get our team to take a look at it and see what's goin' on. In the meantime, can you try usin' a different slicer or adjustin' the settings to see if that resolves the issue?

That's a good idea. We do have a backup slicer we can use. How long do you think it'll take to get someone out to take a look at it?

I'd say we can get someone out to you within the next 24 to 48 hours. We'll prioritize it and get it fixed as soon as possible.

CLOSING

Alright, Andrew, just to summarize, we've created ticket MEI-5681 for your deli slicer issue. We'll get someone out to take a look at it within the next 24 to 48 hours. If you have any other issues or concerns, don't hesitate to give us a call.

Sounds good, thanks for your help, Agent Jenkins. I appreciate it.

You're welcome, Andrew. Have a great day, and we'll get that slicer up and runnin' in no time.