

Meijer Support Call Transcript — MEI-11334

Ticket ID:	MEI-11334	Priority:	Medium
Created:	2024-07-29 14:48:21	Status:	In progress
Store #:	131	Store:	E. Washington Street, Indianapolis
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	39.77418495, -85.96376194596259	Location Type:	Store

Transcript

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

****OPENING****

Health & Safety, this is Agent Thompson. How can I help you today?

Emily Jones: Hi, Agent Thompson. This is Emily Jones, Store Manager at the E. Washington Street Meijer in Indianapolis. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Emily. What can I help you with today?

Emily Jones: Just a quick issue I wanted to touch base with you about. We've got a bit of a situation with our cooler temps.

****PROBLEM DESCRIPTION****

Emily Jones: So, our temperature logs are showing that our cooler temps exceeded the safe range for about 57 minutes earlier today. I'm concerned about potential food safety issues.

Agent Thompson: Okay, Emily. Can you tell me more about what you're seeing on those temperature logs? What's the current temp reading in the cooler?

Emily Jones: Let me just check real quick... (background noise) Okay, it's currently at 42 degrees, but like I said, it was out of range for about an hour.

Agent Thompson: Alright, got it. And just to confirm, this is the walk-in cooler we're talking about, correct?

Emily Jones: That's right. And I've already notified our dairy and meat teams to start checking product temps and rotating stock as needed.

Agent Thompson: Okay, good thinking. I'm going to go ahead and pull up your store's info... (pause) Okay, I see we don't have any vendor involvement listed on this issue. Is that correct?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Emily, based on what you've told me, I'm going to go ahead and create a ticket for this issue. That'll be ticket number MEI-11334. I'm going to prioritize this as a medium-priority issue, given the potential food safety concerns.

Emily Jones: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend you continue to monitor those temperature logs and take any necessary steps to ensure product safety. I'd like to get one of our maintenance techs out to take a look at the cooler ASAP.

Emily Jones: That sounds great, thank you. What's the timeline looking like for the tech to arrive?

Agent Thompson: I'm going to go ahead and schedule that for today, hopefully within the next few hours. I'll make sure to update the ticket with any changes to the schedule.

****CLOSING****

Agent Thompson: Just to summarize, Emily, we've got a ticket created for the cooler temp issue, and I'm going to get a maintenance tech out to take a look today. Your ticket number is MEI-11334, and I'll be sure to follow up with you if there are any changes to the schedule.

Emily Jones: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Emily Jones: You too, thanks again. Bye!