

Meijer Support Call Transcript — MEI-6431

Ticket ID:	MEI-6431	Priority:	High
Created:	2025-06-06 22:22:16	Status:	Resolved
Store #:	266	Store:	US Highway 6, Portage
Category:	Equipment/Hardware Issues	Type:	Refrigeration Failure
Coordinates:	41.552357, -87.180766	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?

Robert Williams: Hi, Agent Thompson. This is Robert, Store Manager at the US Highway 6 store in Portage.

Agent Thompson: Hi, Robert! Nice to talk to you. How's everything going at the store today?

Robert Williams: Oh, you know, just trying to keep everything running smoothly. We've got a bit of an issue with our dairy cooler, though.

PROBLEM DESCRIPTION

Robert Williams: Yeah, our dairy cooler is running at 47°F, and we need to get it fixed ASAP. We're talking about a lot of perishable products in there.

Agent Thompson: Okay, I understand. Can you tell me more about what's happening? Is the cooler not cooling at all, or is it just not getting cold enough?

Robert Williams: (background noise of store announcements) Sorry about that. Yeah, it's just not getting cold enough. We've checked the temperature settings, and everything looks good on that end. We're using Hill Phoenix equipment, by the way.

Agent Thompson: Alright, got it. And when did you first notice the issue?

Robert Williams: We noticed it during our morning temperature checks. We've tried to troubleshoot it ourselves, but we can't seem to find the problem.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Robert. I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-6431. I'm going to mark it as high priority since it's a refrigeration issue.

Robert Williams: Appreciate that. We really need to get this fixed today.

Agent Thompson: Absolutely. I'm going to get our emergency repair team on it right away. In the meantime, can you please make sure to monitor the temperature and keep an eye on the products in the cooler?

Robert Williams: Will do. What's the timeline looking like for the repair?

Agent Thompson: We should have someone out to you within the next 2-3 hours. I'll make sure to keep you updated on the status.

CLOSING

Agent Thompson: Just to summarize, Robert, we've created ticket MEI-6431 for the dairy cooler issue at your store. We'll have someone out to repair it as soon as possible.

Robert Williams: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. We'll get this taken care of for you. If you have any further issues, don't hesitate to reach out. Have a great day!

Robert Williams: You too. Thanks again.