

Meijer Support Call Transcript — MEI-9028

Ticket ID:	MEI-9028	Priority:	Low
Created:	2024-05-27 15:12:03	Status:	Resolved
Store #:	210	Store:	E. Saginaw Hwy, Grand Ledge
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	42.73836805, -84.74137777194255	Location Type:	Store

Transcript

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

****OPENING****

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

Andrew Moore, Front End Supervisor at the E. Saginaw Hwy store in Grand Ledge. Hi Karen, how's your day going?

Oh, it's going well, thanks for asking, Andrew. What can I help you with today?

We're having a bit of an issue here, so I appreciate your help.

****PROBLEM DESCRIPTION****

We've got a freezer malfunction in our dairy department, and I'm not sure what's going on. It's not keeping temperature, and we're worried about spoilage. I've checked the thermostat, and it's set right, but it's just not cooling like it should.

Okay, Andrew, can you tell me what kind of freezer it is and when you first noticed the issue?

It's a Hussmann freezer, and we noticed it this morning during our daily temperature checks. We've had some issues with it in the past, but nothing like this.

(in background) Sorry, Karen, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, so we're not sure what's going on with it.

No problem, Andrew. I'm just going to make a note of that. You said it's a Hussmann freezer, and you've had issues with it before. Have you tried restarting it or checking the condenser coils?

Yeah, we've tried restarting it, but that didn't seem to do anything. And I haven't checked the coils yet, but I can do that.

****TROUBLESHOOTING/RESOLUTION****

Okay, Andrew, based on what you've told me, it sounds like we might need to get a technician out to take a look at it. I'm going to go ahead and create a ticket for this issue, which will be MEI-9028. I'll make sure to note that it's a low-priority issue, but we'll still get someone out to you as soon as possible.

Okay, that sounds great, thanks. How soon can we expect someone to come out?

I'd say within the next 24 to 48 hours, depending on our technician's schedule. In the meantime, you might want to consider moving some of the more temperature-sensitive products to a different freezer to prevent spoilage.

That's a good idea, thanks for the suggestion. We'll go ahead and do that.

****CLOSING****

Just to summarize, Andrew, I've created ticket MEI-9028 for your freezer malfunction, and we'll have a technician out to you within the next 24 to 48 hours. If you have any further issues or concerns, don't hesitate to reach out to us.

Sounds good, thanks Karen. I appreciate your help.

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

Thanks, you too. Bye.