

Meijer Support Call Transcript — MEI-16607

Ticket ID:	MEI-16607	Priority:	High
Created:	2025-04-19 10:55:10	Status:	Open
Store #:	242	Store:	26 Mile Rd., Lenox
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	42.7225779, -82.74122651193888	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 Harris: Hi, Agent Thompson. This is Matt Harris, Grocery Manager at the 26 Mile Rd. store in Lenox.

Agent Thompson: Hi, Matt! Nice to talk to you. How's everything going up there in Lenox today?

Matthew Harris: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue with our bakery oven, though.

PROBLEM DESCRIPTION

Matthew Harris: Yeah, our bakery oven is on the fritz. It's not heating up properly, and we're getting behind on our bread production. We've tried restarting it, but nothing's working.

Agent Thompson: Okay, sorry to hear that, Matt. Can you tell me more about what's happening when you try to use it? Is it giving you any error codes or... (background noise of a store announcement) ...sorry, go ahead.

Matthew Harris: No error codes, just not heating up. And we've checked the temperature settings, everything looks good there.

Agent Thompson: Alright, got it. And just to confirm, you haven't had any issues with the oven recently, like any maintenance or repairs?

Matthew Harris: No, nothing that I'm aware of. We did have a deep clean last week, but that's about it.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Matt, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-16607. Given the priority is High, I'm going to escalate this to our emergency maintenance team. We'll get someone out to you ASAP to take a look at that oven.

Matthew Harris: That sounds great, thank you. We really need to get this fixed quickly.

Agent Thompson: Absolutely, I understand. In the meantime, can you try using the backup oven to get some of your production done?

Matthew Harris: Yeah, we can do that. But like I said, we're getting pretty behind.

Agent Thompson: I completely understand, Matt. I'm estimating we'll have someone out to you within the next 2-3 hours to take a look at the oven. We'll get this resolved as quickly as possible.

CLOSING

Agent Thompson: Just to summarize, Matt, I've created ticket MEI-16607 for your bakery oven issue, and we'll have someone out to you within the next few hours to take a look. You should receive an update on the status of the ticket via email.

Matthew Harris: Sounds good, thank you, Agent Thompson. I appreciate your help.

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