

Meijer Support Call Transcript — MEI-11913

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| Ticket ID: | MEI-11913 | Priority: | High |
| Created: | 2024-06-15 18:27:21 | Status: | Resolved |
| Store #: | 197 | Store: | N. Lapeer Rd., Oxford |
| Category: | Equipment/Hardware Issues | Type: | Freezer Malfunction |
| Coordinates: | 42.8404111, -83.27081657331573 | 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?

Amanda Garcia, Team Lead at the N. Lapeer Rd. store in Oxford. Hi, how's it going?

Oh, hi Amanda! I'm doin' alright, thanks for askin'. What's goin' on at your store?

PROBLEM DESCRIPTION

We've got a freezer malfunction in our dairy department, and I'm not sure what's goin' on. It's not keepin' temperature, and we're gettin' some alarms on our system. (background noise) Sorry, can you hold on a sec? (pause) Okay, sorry about that. As I was sayin', it's a pretty urgent issue since we've got perishable products in there.

Can you tell me more about the alarms you're seein', Amanda? Are they error codes or just temperature warnings?

They're just temperature warnings, but like I said, it's not keepin' temp, so I'm worried about spoilage. We've got a lot of milk and eggs in there.

Have you checked the thermostat or the defrost cycle? (pause) And is this a new issue or has it been happenin' for a while?

It's been happenin' for a few hours now, and we've tried restartin' the system, but nothin's changed.

TROUBLESHOOTING/RESOLUTION

Okay, Amanda, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-11913. I'm gonna prioritize it as High since it's a freezer malfunction and we don't want any product loss. Can you please check the circuit breaker and make sure it's not tripped?

Okay, got it. And what's the plan for gettin' this fixed?

I'm gonna get our maintenance team to take a look at it ASAP. We should have someone out there within the next 2-3 hours. In the meantime, can you please move any perishable products to a different freezer to prevent spoilage?

That sounds good. What's the timeline lookin' like for gettin' this resolved?

We'll have someone out there as soon as possible, and we'll work on gettin' it fixed today if possible.

CLOSING

Just to summarize, we've got a ticket created, MEI-11913, and we'll have someone out to take a look at your freezer within the next few hours. I'll make sure to follow up with you to ensure it's resolved to your satisfaction. Is there

anything else I can help you with today, Amanda?

No, that's all. Thanks for your help, Agent Thompson!

You're welcome, Amanda. Have a great day, and we'll talk soon!