

Meijer Support Call Transcript — MEI-14601

Ticket ID:	MEI-14601	Priority:	Low
Created:	2024-06-04 20:03:45	Status:	Closed
Store #:	267	Store:	Lake City Hwy, Warsaw
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	41.25969005, -85.841014656981	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?

Michael Martin, Grocery Manager at the Lake City Hwy store in Warsaw. Hi, how's it going?

Oh, hi Michael! I'm doin' alright, thanks for askin'. What brings you to call us today?

Not too bad, just a little frustrated with some equipment issues. Hope you can help me out.

PROBLEM DESCRIPTION

So, our deli slicer's been actin' up, and I think it's gonna need some attention. It's a Hobart, and it's just not slicin' like it should be. We've tried cleanin' it, but no luck.

Can you tell me more about what's happenin' with the slicer, Michael? Is it just not turnin' on or...?

Well, it's turnin' on, but it's just not gettin' a good cut. And we're gettin' a lot of complaints from customers about the meat bein' all torn up. (background noise of store announcements) Sorry, bear with me for a sec... Okay, so like I was sayin', it's just not performin' right.

Have you tried checkin' the blade or the sharpenin' stone to see if that's the issue?

Yeah, we've checked all that. I think it might be somethin' more serious. We didn't have any vendor involvement yet, so I figured I'd give you a call first.

TROUBLESHOOTING/RESOLUTION

Okay, Michael, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-14601. I'm thinkin' we might need to get someone out to take a look at that slicer. In the meantime, can you try usin' a different slicer or find a workaround for your deli department?

Yeah, that's what we've been doin', but it's not ideal. We're gonna be pretty busy this weekend with the holiday sales.

I understand, Michael. I'm gonna prioritize this ticket, and we should be able to get someone out to you within the next 24 to 48 hours. I'll make sure to note that it's a high-impact issue for your store.

CLOSING

Just to summarize, Michael, I've created ticket MEI-14601 for your deli slicer issue. We'll get someone out to take a look as soon as possible, likely within the next 24 to 48 hours. You should receive an update on the status of the ticket via email. If you have any further questions or concerns, don't hesitate to reach out. Thanks for callin' Facilities Support, and we'll get this resolved for you!