

Meijer Support Call Transcript — MEI-2905

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| Ticket ID: | MEI-2905 | Priority: | Low |
| Created: | 2024-08-12 11:49:40 | Status: | Resolved |
| Store #: | 287 | Store: | Menards Dr, Evansville |
| Category: | Equipment/Hardware Issues | Type: | Freezer Malfunction |
| Coordinates: | 38.0003531, -87.49577002319559 | Location Type: | Store |

Transcript

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

OPENING

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

Matthew Thompson, Grocery Manager at the Menards Dr store in Evansville. Hi Karen, how's your day going?

It's going well, thanks for asking, Matthew. What can I help you with at the store today?

We're having a bit of an issue with one of our freezers, so I thought I'd give you a call.

PROBLEM DESCRIPTION

So, the freezer in question is one of our dairy cases, and it's not holding temperature. We've got a bunch of milk and eggs in there, and I'm getting a little worried about spoilage.

Can you tell me more about what's happening with the temperature, Matthew? Is it fluctuating or just not cooling at all?

It's just not cooling, Karen. We've checked the thermostat, and it's set right, but it's just not kicking on like it should. (background noise of store announcements) Sorry, bear with me for a sec... Okay, where was I? Ah yeah, the freezer. We've also noticed some ice buildup on the coils.

Have you tried defrosting it or checking the drain to make sure it's not clogged?

Not yet, we were gonna try that next, but I figured I'd get you guys involved first, just in case it's something more serious.

TROUBLESHOOTING/RESOLUTION

Okay, Matthew, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-2905. I'm thinking it might be a refrigerant leak or a faulty compressor. Can you try defrosting it and checking that drain like you mentioned, and see if that resolves the issue?

Yeah, we can do that. How long do you think it'll take to get someone out here to take a look if it's something more serious?

Well, since this is a low-priority issue, I'd say we're looking at a 24-48 hour window for a technician to come out. But like I said, if defrosting and checking the drain doesn't work, we can always escalate this and get someone out there sooner.

Okay, that sounds good. I'll go ahead and get our maintenance guy to take a look.

CLOSING

Just to summarize, Matthew, we've got a ticket created, MEI-2905, and we're gonna have a technician come out to take a look at that freezer within the next 24-48 hours. You're gonna try defrosting and checking the drain in the meantime, and if anything changes, just give us a call back, okay?

Sounds good, Karen. Thanks for your help!

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