

Meijer Support Call Transcript — MEI-23518

Ticket ID:	MEI-23518	Priority:	High
Created:	2024-07-01 23:08:49	Status:	Closed
Store #:	234	Store:	London-Groveport Rd., Grove City
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	39.836578200000005, -83.08068038630385	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?

Jessica Moore: Hi Agent Thompson, this is Jessica, Assistant Manager at the London-Groveport Rd. store in Grove City.

Agent Thompson: Hi Jessica, nice to talk to you. How's everything going at the store today?

Jessica Moore: It's going alright, just a few issues with our deli equipment. Thanks for answering so quickly.

PROBLEM DESCRIPTION

Jessica Moore: So, our deli slicer is on the fritz and we can't get it to slice consistently. We've tried cleaning it and checking the blade, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the issue? Is it slicing at all or just not turning on?

Jessica Moore: It's turning on, but like I said, it's not slicing consistently. We're getting a lot of uneven cuts and it's slowing down our service.

Agent Thompson: Alright, got it. And just to confirm, you've checked the blade and made sure it's properly aligned?

Jessica Moore: (background noise) Yeah, we've checked all that. (pause) Sorry, what was that? (back to normal voice) Oh, yeah, we've checked the blade and it looks fine.

Agent Thompson: No problem, Jessica. I'm just trying to troubleshoot the issue. Can you tell me when this started happening?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica, based on what you've told me, it sounds like we might need to get a technician out to take a look at the slicer. I'm going to go ahead and create a ticket for this issue, MEI-23518.

Jessica Moore: Okay, sounds good. How quickly can we get someone out to fix it?

Agent Thompson: Given the priority of this issue, I'm going to mark it as high priority. We should be able to get someone out to you within the next 24 to 48 hours.

Jessica Moore: Alright, that sounds great. What can we do in the meantime to work around this issue?

Agent Thompson: Well, you could try using the other slicer we have in the store, or we could provide a loaner slicer if needed.

CLOSING

Agent Thompson: Just to summarize, Jessica, I've created ticket MEI-23518 for the deli slicer issue at your store. We'll get a technician out to you as soon as possible, within the next 24 to 48 hours.

Jessica Moore: Sounds great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. We'll follow up with you on the status of the ticket.

Jessica Moore: Appreciate it, thanks again.