

Meijer Support Call Transcript — MEI-16382

Ticket ID:	MEI-16382	Priority:	Medium
Created:	2025-06-09 08:50:57	Status:	In progress
Store #:	196	Store:	Shaver Rd., Portage
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	42.18874195, -85.60389377335096	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?

Joshua Anderson, Shift Supervisor at the Shaver Rd. store in Portage. Hi, how's it going?

Oh, hi Joshua! Nice to talk to you. How's everything going at the store today?

It's going alright, just dealing with a little issue in the bakery department.

PROBLEM DESCRIPTION

So, our bakery oven is on the fritz and we're not sure what's going on with it. It's just not heating up right. We've tried restarting it, but nothing's working.

Can you tell me a little more about what's happening when you try to use it, Joshua? Is it giving you any error messages or... (background noise of a store intercom) ...sorry, go ahead.

No, no error messages or anything. It just won't heat up past 200 degrees. We've got a big order of bread to get out today, so we're getting a little worried.

Okay, got it. And have you checked the temperature probe to make sure it's not just a calibration issue?

Yeah, we've checked that already. We're stumped. (pause) Oh, sorry, I've got a customer waiting... (brief pause) Okay, I'm back.

TROUBLESHOOTING/RESOLUTION

Okay, Joshua, I think I understand the issue. I'm going to go ahead and create a ticket for this, which will be MEI-16382. I'm going to prioritize it as medium, since it's not a critical issue, but we do want to get it resolved for you ASAP.

In the meantime, can you try using the other oven to get your bread order out? That way, you can at least get some product out the door.

Yeah, that's a good idea. We can do that. How soon can we expect someone to come take a look at the oven?

I'm going to go ahead and schedule a technician to come out within the next 24-48 hours. We'll get it fixed as soon as possible.

CLOSING

Just to summarize, Joshua, I've created ticket MEI-16382 for your bakery oven issue. We're going to get a technician out to take a look within the next 24-48 hours. In the meantime, you can use the other oven to get your bread order out.

Sounds good, thanks for your help, Agent Thompson.

You're welcome, Joshua. We'll get this resolved for you. If you have any other issues, don't hesitate to give us a call.
Have a great day!

You too, thanks!