

Meijer Support Call Transcript — MEI-10786

Ticket ID:	MEI-10786	Priority:	Low
Created:	2025-04-10 20:15:37	Status:	Resolved
Store #:	120	Store:	North Portage Road, South Bend
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	41.723538, -86.285764	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?

Joseph Harris: Hi Agent Thompson, this is Joseph Harris, Team Lead at the North Portage Road store in South Bend.

Agent Thompson: Ah, hi Joe! How's everything going up in South Bend today?

Joseph Harris: Not too bad, just dealing with a bit of a heating issue. How 'bout you?

PROBLEM DESCRIPTION

Joseph Harris: So, our HVAC system's been acting up, and it's getting pretty chilly in the store. We've got customers complaining, and I'm worried about our perishables.

Agent Thompson: Okay, sorry to hear that, Joe. Can you tell me more about what's happening with the HVAC? Is it not turning on at all, or is it just not heating properly?

Joseph Harris: It's just not heating properly. We've got heat, but it's not getting above 60 degrees in the store. (background noise of store announcements) Oh, sorry about that, just a promo announcement.

Agent Thompson: No worries, Joe. So, you've checked the thermostat and made sure it's set correctly?

Joseph Harris: Yeah, we've checked all that. We're not sure what's going on. We don't have a vendor scheduled to come out or anything.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Joe, I'm going to go ahead and create a ticket for this issue. That'll be MEI-10786. I'm going to mark it as a low priority since it's not an emergency, but we'll still get someone out to take a look as soon as possible.

Joseph Harris: Sounds good, thanks.

Agent Thompson: In the meantime, have you tried checking the air filters to make sure they're clean?

Joseph Harris: Actually, no, we haven't. I can get our maintenance guy to take a look at those.

Agent Thompson: Okay, that's a good idea. If that doesn't resolve the issue, we'll send someone out to take a closer look. I'm thinking we can get someone out there within the next 24 to 48 hours.

CLOSING

Agent Thompson: So, just to summarize, Joe, we've got a ticket created, and we'll get someone out to take a look at your HVAC system as soon as possible. Your ticket number is MEI-10786.

Joseph Harris: Alright, got it. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joe. We'll be in touch soon to follow up on the issue. Have a great day, and stay warm up there in South Bend!