

Meijer Support Call Transcript — MEI-15195

Ticket ID:	MEI-15195	Priority:	Medium
Created:	2024-10-18 23:15:15	Status:	Closed
Store #:	291	Store:	W South St, Sturgis
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	41.78666355, -85.42450333828282	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 Taylor: Hi, Agent Thompson. This is Jessica Taylor, Team Lead at the W South St, Sturgis store. How's your day going?

Agent Thompson: It's going well, thanks for asking, Jessica. What brings you to call us today?

Jessica Taylor: Just a quick issue I wanted to touch base with you about. We're having some trouble with our HVAC system.

PROBLEM DESCRIPTION

Jessica Taylor: Yeah, so our store's temperature has been fluctuating all day. It's been getting pretty warm in the pharmacy and the dairy department. I'm worried it's gonna affect our product quality.

Agent Thompson: Okay, I understand. Can you tell me more about what's been happening with the temperature? Is it consistent or just sporadic?

Jessica Taylor: It's been consistent, unfortunately. We've had a few customers complain about it too. (background noise) Oh, sorry about that, I think someone's restocking the shelves nearby.

Agent Thompson: No worries, Jessica. So, just to clarify, you haven't had any issues with the HVAC system before today, right?

Jessica Taylor: That's right. We did have some maintenance done on it a few months ago, but nothing recently.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, I'm gonna go ahead and create a ticket for this issue. I'll make sure to prioritize it as medium, since it's affecting your store's operations. Ticket number will be MEI-15195.

Jessica Taylor: Great, thank you. What's the next step?

Agent Thompson: I'm gonna recommend that you check the thermostat settings and make sure they're set correctly. In the meantime, I'll get our facilities team to schedule a visit to take a look at the system. We should be able to get someone out there within the next 24 to 48 hours.

Jessica Taylor: That sounds good. Is there anything else I can do in the meantime to, you know, keep things cool in the store?

Agent Thompson: Actually, yeah. You can try adjusting the thermostat to see if that makes a difference. And if it's still not working, we can discuss some temporary solutions, like bringing in some portable fans or something.

CLOSING

Agent Thompson: So, just to summarize, I've created ticket MEI-15195 for the HVAC issue at your store. We'll get someone out there to take a look as soon as possible. You can expect a follow-up call within the next 24 hours to check on the status.

Jessica Taylor: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. We appreciate your patience and cooperation. If you have any other issues, don't hesitate to reach out. Have a great day!

Jessica Taylor: You too, thanks again!