

Meijer Support Call Transcript — MEI-16627

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| Ticket ID: | MEI-16627 | Priority: | High |
| Created: | 2024-10-07 14:06:13 | Status: | Resolved |
| Store #: | 300 | Store: | N Richmond Street, Appleton |
| Category: | Equipment/Hardware Issues | Type: | Bakery Oven |
| Coordinates: | 44.30053915, -88.41896044518987 | 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 Garcia: Hi Agent Thompson, this is Joseph Garcia, Shift Supervisor at the N Richmond Street store in Appleton.

Agent Thompson: Ah, hi Joseph! Nice to talk to you. How's everything going up in Appleton today?

Joseph Garcia: It's going alright, just dealing with a little issue in our bakery department.

PROBLEM DESCRIPTION

Joseph Garcia: So, our bakery oven is on the fritz. It's not heating up properly and we're getting some error messages on the display.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error messages you're seeing? Are they specific codes or just a general error message?

Joseph Garcia: Let me check... (background noise) ...okay, it says "E-03" on the screen.

Agent Thompson: Alright, got it. And when did you first notice the issue with the oven?

Joseph Garcia: We started having problems with it during the morning bake, so around 6 am.

Agent Thompson: Okay, that's helpful to know. Have you tried restarting the oven or checking the circuit breaker?

Joseph Garcia: Yeah, we've tried restarting it a few times, but nothing seems to be working.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Joseph, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-16627. I'm going to mark it as high priority since it's affecting your bakery operations.

Joseph Garcia: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you try using one of the other ovens to get your baking done for the day. I'm also going to go ahead and escalate this issue to our equipment team to get someone out to take a look at it ASAP.

Joseph Garcia: Alright, that sounds like a plan.

Agent Thompson: I'd expect someone to be out to take a look at the oven within the next 24 hours. We'll get this resolved as quickly as possible.

****CLOSING****

Agent Thompson: Just to summarize, Joseph, I've created ticket MEI-16627 for the bakery oven issue at your store. We'll get someone out to take a look at it within the next 24 hours.

Joseph Garcia: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Joseph. If you have any other issues or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on the status of the repair.

Joseph Garcia: Appreciate it, thanks again.

Agent Thompson: You're welcome, have a great day!