

Meijer Support Call Transcript — MEI-16499

Ticket ID:	MEI-16499	Priority:	Medium
Created:	2025-05-20 19:18:05	Status:	Closed
Store #:	112	Store:	W. Main Street, Troy
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	40.0544797, -84.2435250938142	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 Johnson: Hi, Agent Thompson. This is Jessica, the Produce Manager at the W. Main Street store in Troy.

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

Jessica Johnson: Oh, you know, just trying to get through the day. We've got a bit of an issue with one of our freezers.

PROBLEM DESCRIPTION

Jessica Johnson: So, our freezer in the produce department is malfunctioning. It's not keeping the temperature consistent, and we're worried about spoilage.

Agent Thompson: I see. Can you tell me more about what's happening with the temperature? Is it fluctuating or just not getting cold enough?

Jessica Johnson: (background noise of store announcements) Sorry, what was that? Oh, yeah... it's just not getting cold enough. We've checked the settings, and everything looks right, but it's just not cooling like it should.

Agent Thompson: Okay, got it. And have you noticed any error messages or alarms on the freezer?

Jessica Johnson: (pause) Let me check... (pause) Yeah, it's giving us an error code 34.

Agent Thompson: Alright, that helps. And just to confirm, there's no vendor involved in this issue, correct?

Jessica Johnson: That's right. We just need some assistance getting it fixed.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica. I'm going to go ahead and create a ticket for this issue. That'll be MEI-16499. I'm going to mark it as a medium priority, and we'll get someone out to take a look at it as soon as possible.

Jessica Johnson: Sounds good. How soon can we expect someone to arrive?

Agent Thompson: We should be able to get someone out there within the next 24 to 48 hours. In the meantime, I recommend that you try to relocate any sensitive products to a different cooler to prevent spoilage.

Jessica Johnson: Okay, that makes sense. We can do that.

CLOSING

Agent Thompson: Alright, Jessica. Just to summarize, we've created ticket MEI-16499 for the freezer malfunction, and we'll have someone out to take a look at it within the next 24 to 48 hours.

Jessica Johnson: Great, thank you so much for your help, Agent Thompson.

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

Jessica Johnson: Sounds good. Thanks again!