

# Meijer Support Call Transcript — MEI-3019

Ticket ID:	MEI-3019	Priority:	Low
Created:	2024-09-25 14:31:47	Status:	Closed
Store #:	42	Store:	Gratiot Road, Saginaw
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	43.41810105000004, -84.0796072628151	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?

James Lee: Hi Agent Thompson, this is James Lee, Grocery Manager at the Gratiot Road store in Saginaw.

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

James Lee: It's going alright, just dealing with a bit of a situation here. Our HVAC system's acting up.

### \*\*PROBLEM DESCRIPTION\*\*

James Lee: Yeah, so our store's temperature's been fluctuating all morning. We've got customers complaining about it being too hot in the produce section, and our dairy cases are running a bit warm.

Agent Thompson: Okay, I see. Can you tell me more about what's happening with the HVAC system? Are you getting any error messages or... (background noise of store announcements) ...sorry, can you repeat that?

James Lee: (laughs) No worries, it's just our weekly ad promo playing over the intercom. Anyway, like I was saying, our maintenance guy checked the system, and he thinks it might be a issue with the compressor.

Agent Thompson: Alright, got it. And have you noticed any other issues, like water leaks or unusual noises?

James Lee: Actually, yeah, we did have a bit of a leak near the air handler unit earlier, but our guy cleaned it up. (sound of pages turning) Let me just check the maintenance log real quick... (pause) Yeah, it says here that our last HVAC maintenance was done about 6 months ago.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, James, I'm going to go ahead and create a ticket for this issue. That'll be MEI-3019. I'm going to prioritize it as low, since it's not a critical issue, but I'll still get someone out to take a look ASAP.

James Lee: Sounds good, thanks. How soon can we expect someone to arrive?

Agent Thompson: Well, I'd say within the next 24 to 48 hours, depending on our technician's schedule. In the meantime, can you try to adjust the thermostat to see if that helps stabilize the temperature?

James Lee: Yeah, we can try that. And what about the produce section? Should we move some of the more temperature-sensitive items to a different area?

Agent Thompson: That's a good idea, James. If you can relocate some of those items to a cooler area, that should help prevent any spoilage.

**\*\*CLOSING\*\***

Agent Thompson: Alright, James, just to recap, I've created ticket MEI-3019 for your HVAC issue, and we'll have someone out to take a look within the next 24 to 48 hours. In the meantime, try adjusting the thermostat and relocating some of those temperature-sensitive items.

James Lee: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, James. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

James Lee: You too, thanks again. Bye.