

Meijer Support Call Transcript — MEI-22558

Ticket ID:	MEI-22558	Priority:	Low
Created:	2025-03-21 19:21:09	Status:	In progress
Store #:	184	Store:	Meijer Way, Suite 100, Lexington
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	37.9960688, -84.5315479	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?

Michelle Rodriguez: Hi, Agent Thompson. This is Michelle, Store Manager at Meijer Way, Suite 100, in Lexington.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going at the store today?

Michelle Rodriguez: It's going, just dealing with a few issues. Thanks for asking.

PROBLEM DESCRIPTION

Michelle Rodriguez: So, we're having some trouble with one of our freezers. It's not keeping temperature, and we're worried about spoilage.

Agent Thompson: Okay, which freezer is it? Is it a dairy or a frozen food case?

Michelle Rodriguez: It's one of our frozen food cases, specifically the one in the back of the store. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, it's not cooling properly.

Agent Thompson: No problem, Michelle. Can you tell me what the temperature reading is on that case?

Michelle Rodriguez: Let me check... (pause) Okay, it's reading 45 degrees. It should be around 0 degrees.

Agent Thompson: Alright, that's definitely not right. Have you noticed any error codes or alarms on the case?

Michelle Rodriguez: Yeah, it's been giving us an error code 34. And, of course, the alarm's been going off all morning.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Michelle. I'm going to go ahead and take a look at this issue. Since it's a freezer malfunction, I want to make sure we get someone out to take a look at it ASAP. I've already created a ticket for you, MEI-22558.

Michelle Rodriguez: Great, thanks. How soon can we expect someone to come out?

Agent Thompson: I'm going to go ahead and schedule a technician to come out within the next 24 hours. In the meantime, I recommend that you try to relocate any sensitive products to a different case to prevent spoilage.

Michelle Rodriguez: That's a good idea. We can move some of the product to our other frozen food case.

CLOSING

Agent Thompson: Alright, Michelle. Just to summarize, I've created ticket MEI-22558 for the freezer malfunction, and we'll have a technician out to take a look within the next 24 hours.

Michelle Rodriguez: Sounds good. Thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. If you have any other issues or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Michelle Rodriguez: Appreciate it. Have a good day.

Agent Thompson: You too, Michelle. Bye for now.