

Meijer Support Call Transcript — MEI-16521

Ticket ID:	MEI-16521	Priority:	Medium
Created:	2025-05-27 13:47:04	Status:	Open
Store #:	183	Store:	S. Randall Rd., Elgin
Category:	Compliance/Safety	Type:	Health Inspection
Coordinates:	42.0119529, -88.33383849613963	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Health & Safety, this is Agent Thompson. How can I help you today?

Emily Jones: Hi Agent Thompson, this is Emily Jones, Department Manager at the S. Randall Rd. store in Elgin. How's your day going so far?

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

Emily Jones: Just a quick issue I wanted to touch base with you about. We had a health inspection this morning and I need some assistance.

PROBLEM DESCRIPTION

Emily Jones: So, the inspector found some issues with our dairy cooler temperatures. Apparently, they were a degree or two off from the required range. And, of course, it's a busy Monday morning, so we're short-staffed in the dairy department.

Agent Thompson: Okay, I see. Can you tell me more about the specific temperatures they found? And did the inspector provide any documentation or a report?

Emily Jones: (background noise of store announcements) Oh, sorry about that. Yeah, they found our cooler was running at 41.5 degrees instead of the required 41 degrees. And, yes, they did give us a report... (pause) ...let me just grab it real quick. (pause) Okay, it's right here.

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

Emily Jones: That's right, no vendor. Just our in-store equipment.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Emily. I'm going to go ahead and create a ticket for this issue. That'll be MEI-16521. I'll make sure to prioritize it as medium, since it's not a critical food safety issue, but still important to address.

Emily Jones: Sounds good, thank you.

Agent Thompson: In the meantime, can you please check the cooler's thermostat and make sure it's set correctly? And also, verify that the temperature probe is calibrated properly?

Emily Jones: Absolutely, I'll get our maintenance team on that right away.

Agent Thompson: Great. I expect this issue to be resolved within the next 24 to 48 hours. We'll have a specialist reach out to you to schedule a follow-up inspection.

****CLOSING****

Agent Thompson: Just to summarize, Emily, we've created ticket MEI-16521 for the health inspection issue at your store. You'll check the cooler's thermostat and temperature probe, and we'll follow up with a specialist to schedule a re-inspection.

Emily Jones: That sounds great, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any further questions or concerns, don't hesitate to reach out. Have a great day, and we'll talk to you soon.

Emily Jones: You too, thanks again. Bye.