

Meijer Support Call Transcript — MEI-4202

Ticket ID:	MEI-4202	Priority:	Low
Created:	2025-02-08 17:11:52	Status:	Resolved
Store #:	156	Store:	East Wooster Street, Bowling Green
Category:	Compliance/Safety	Type:	Temperature Log
Coordinates:	41.377032150000005, -83.60746574637287	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?

Samantha Taylor, Shift Supervisor at the East Wooster Street store in Bowling Green. Hi, how's your day going?

Oh, it's going alright, thanks for askin'. We've got a bit of an issue here, though.

No problem, Samantha, what's goin' on?

PROBLEM DESCRIPTION

So, our cooler temps got a little out of whack earlier. We had a 48-minute window where they exceeded the safe range. I'm lookin' at the logs now, and it's showin' we got up to 42 degrees in there.

Okay, Samantha, can you tell me what time that happened and which cooler we're talkin' about? (background noise of store announcements)

It was our dairy cooler, and it happened around 2 pm. We've got all our milk and eggs in there, so I'm a little concerned about spoilage.

Did you guys notice any issues with the product itself, or was it just the temperature reading that was off?

Not that I've seen so far, but we're still checkin' everything. We didn't have any vendor deliveries today, so it's just our in-house stuff.

Alright, got it. And you said 48 minutes, so that's a pretty significant window. Did you guys have any power outages or equipment issues that might've caused it?

TROUBLESHOOTING/RESOLUTION

Okay, Samantha, I'm gonna go ahead and create a ticket for this. That'll be MEI-4202. I'm thinkin' we might need to get our facilities team to take a look at that cooler and make sure everythin' is workin' properly.

In the meantime, I recommend you guys keep a close eye on those temperatures and make sure you're documentin' everythin'. If you notice any more issues, don't hesitate to give us a call.

I'm gonna go ahead and mark this as a low-priority issue, but I still want to get it resolved for you today. I'm thinkin' we can get someone out to take a look at that cooler within the next 24 hours.

Sounds good, thanks. What's the next step, then?

CLOSING

Alright, Samantha, so just to summarize, we've got ticket MEI-4202 open for your cooler temperature issue. I'm gonna go ahead and send you a follow-up email with some more information. We'll get someone out to take a look at that cooler ASAP.

You should hear back from us within the next 24 hours. If you have any more questions or concerns, don't hesitate to give us a call.

Thanks for reachin' out, Samantha. Have a great day, and we'll talk to you soon.

You too, thanks! Bye!