

Meijer Support Call Transcript — MEI-11084

Ticket ID:	MEI-11084	Priority:	Medium
Created:	2024-11-24 01:58:06	Status:	In progress
Store #:	147	Store:	Tylersville Rd., West Chester
Category:	Loss Prevention	Type:	Break-in
Coordinates:	39.3573745, -84.37607673893447	Location Type:	Store

Transcript

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

OPENING

Agent: Asset Protection, this is Karen. How can I help you today?

Caller: Hi Karen, this is Jessica Moore, Grocery Manager at the Tylersville Rd. store in West Chester.

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

Caller: Oh, you know, just trying to get through the holiday rush. But we've got a bit of a situation on our hands.

PROBLEM DESCRIPTION

Caller: We had a break-in last night, and I'm not sure what all was taken, but it looks like they got into our stockroom.

Agent: I'm so sorry to hear that, Jessica. Can you tell me more about what happened? What time did you notice the break-in?

Caller: (background noise) Oh, sorry about that, Karen. We've got a lot of activity in the store right now. Anyway, our security team noticed it around 1 am. They're reviewing the footage now.

Agent: Okay, got it. And do you have any idea what might have been taken?

Caller: (interrupted by a page over the store intercom) Sorry, just a minute... Okay, where was I? Ah yes, the break-in. It looks like they might have gotten into our liquor storage area.

Agent: I see. And is there any damage to the store or property?

Caller: Yeah, they busted through a door and messed up some of our shelving.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and review the ticket I created for you, MEI-11084. I'm going to prioritize this as a medium-priority issue, but I want to make sure we get someone out to you ASAP to assess the damage and help with the investigation.

Caller: That sounds great, thank you.

Agent: In the meantime, can you please make sure to secure the area and preserve any evidence?

Caller: Absolutely, we're on it.

Agent: Great. I'm going to go ahead and assign a technician to come out and review the security footage with you. We should have someone there within the next 24 hours.

****CLOSING****

Agent: Just to summarize, Jessica, we've got a ticket open for the break-in at your store, MEI-11084. We'll have someone out to you within the next 24 hours to help with the investigation.

Caller: Sounds good, thank you, Karen.

Agent: You're welcome, Jessica. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon.

Caller: Appreciate it, thanks.