

Meijer Support Call Transcript — MEI-1925

Ticket ID:	MEI-1925	Priority:	Medium
Created:	2024-10-30 17:15:22	Status:	Closed
Store #:	287	Store:	Menards Dr, Evansville
Category:	Operational Issues	Type:	Staffing Shortage
Coordinates:	38.0003531, -87.49577002319559	Location Type:	Store

Transcript

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

****OPENING****

Agent: Thank you for calling Store Operations, my name is Karen. How can I help you today?
Jennifer Smith: Hi Karen, this is Jennifer Smith, Department Manager at the Menards Dr store in Evansville.
Agent: Hi Jennifer, nice to talk to you. How's your day going so far?
Jennifer Smith: It's going, just trying to get everything ready for the evening rush.

****PROBLEM DESCRIPTION****

Jennifer Smith: So, I'm calling because we're really short-staffed at the front end tonight. I need four additional cashiers to cover our evening shift.
Agent: Okay, can you tell me a little bit more about what's going on? Did you have some call-ins or no-shows?
Jennifer Smith: Yeah, we had a couple of call-ins and one of our cashiers is running late. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, we're just really short-handed tonight.
Agent: No problem, Jennifer. So, just to confirm, you need four additional cashiers to cover your evening shift, which starts... when?
Jennifer Smith: Our evening shift starts at 4 pm and goes till close. We're expecting a pretty busy night with the sales we have going on.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, I've got it. I'm going to go ahead and create a ticket for this issue. This will be ticket number MEI-1925. I'm going to mark it as a medium priority since it's not a critical issue, but we still want to get it resolved for you as soon as possible.
Jennifer Smith: Sounds good, thanks Karen.
Agent: In the meantime, have you considered reaching out to any of your nearby stores to see if they have any extra staff they can spare?
Jennifer Smith: Actually, I was just about to do that. But I wanted to check with you guys first to see if there were any other options.
Agent: Okay, well, I would recommend going ahead and reaching out to those stores. I'll also go ahead and notify our staffing team to see if we can get some additional help sent your way. We should be able to get some relief to you within the next few hours.

****CLOSING****

Agent: Just to summarize, Jennifer, I've created ticket MEI-1925 for your staffing shortage issue. I've also notified our staffing team to see if we can get some additional help sent your way. You're going to go ahead and reach out to some of your nearby stores to see if they have any extra staff they can spare.

Jennifer Smith: That sounds great, thanks Karen. I appreciate your help.

Agent: You're welcome, Jennifer. If you have any other issues or concerns, don't hesitate to reach out. Have a great rest of your day and I hope your evening shift goes smoothly.