

Meijer Support Call Transcript — MEI-4406

Ticket ID:	MEI-4406	Priority:	High
Created:	2025-05-28 16:49:56	Status:	Resolved
Store #:	153	Store:	S. Western Ave., Marion
Category:	Loss Prevention	Type:	Break-in
Coordinates:	40.5215342, -85.6771937565413	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Asset Protection, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Lisa Thompson, Store Manager at the S. Western Ave. location in Marion.

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

Caller: It's been a bit of a morning, unfortunately. We've had a break-in and I need some assistance.

PROBLEM DESCRIPTION

Caller: Yeah, it looks like someone smashed one of our front doors and made off with some merchandise. I'm not sure what all is missing yet, but it's definitely a significant loss.

Agent: I'm so sorry to hear that, Lisa. Can you tell me more about what happened? Did you have any witnesses or security footage?

Caller: (background noise) Oh, sorry about that, Karen. We're still reviewing the footage, but it looks like it happened around 3 am. (pause) And yeah, one of our employees saw someone suspicious lurking around the area earlier that night.

Agent: Okay, that's helpful. Have you contacted the police yet?

Caller: Yes, they're on their way now. (interruption) Sorry, Karen, I have to go deal with this for a sec. (pause) Okay, I'm back. Where were we?

Agent: We were discussing the break-in. Just to confirm, you don't have any vendors involved in this incident, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Lisa, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-4406. I'm going to mark it as high priority since it's a break-in.

Caller: That sounds great, thank you.

Agent: I'm going to get our loss prevention team involved to help you review the footage and assess the damage. We'll also work with you to increase security measures to prevent this from happening again.

Agent: In the meantime, I recommend that you review your store's security protocols and make sure all doors and windows are secure.

Caller: Absolutely, we're on it. What's the timeline looking like for getting some support?

Agent: We'll have someone out to your store within the next 24 hours to review the footage and assess the damage. We'll also provide you with a detailed report and recommendations for preventing future incidents.

****CLOSING****

Agent: Just to summarize, Lisa, we've created ticket MEI-4406 for the break-in at your store. We'll have someone out to your store within the next 24 hours to assist with the investigation.

Caller: Great, thank you so much, Karen. I appreciate your help.

Agent: You're welcome, Lisa. If you have any further questions or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on the progress of the ticket.

Caller: Sounds good, thanks again.