

Meijer Support Call Transcript — MEI-20559

Ticket ID:	MEI-20559	Priority:	Low
Created:	2024-05-23 10:42:23	Status:	In progress
Store #:	167	Store:	Allison Lane, Jeffersonville
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	38.32329695, -85.70910577900068	Location Type:	Store

Transcript

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

OPENING

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

Andrew Davis: Hi, Agent Thompson. This is Andrew Davis, Team Lead at the Allison Lane store in Jeffersonville.

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

Andrew Davis: It's going alright, just a little busy with the sales tax holiday coming up this weekend.

PROBLEM DESCRIPTION

Andrew Davis: So, I'm calling about an employee issue that's been going on. We've had some discrepancies with our inventory counts, and I think it might be related to one of our cashiers.

Agent Thompson: Okay, can you tell me more about what's been going on? What kind of discrepancies are you seeing?

Andrew Davis: Well, we've had some missing items from the stockroom, and our shrinkage numbers are higher than usual. I've reviewed the footage, and it looks like one of our employees might be involved.

Agent Thompson: I see. Have you talked to the employee in question yet?

Andrew Davis: Not yet, I wanted to get your input before I do anything. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, I was thinking maybe we could do a review of our security protocols to see if there's anything we can do to prevent this in the future.

Agent Thompson: That's a great idea, Andrew. Can you tell me more about the missing items? What kind of products are we talking about?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Andrew, based on what you've told me, it sounds like we might have a case of internal theft on our hands. I'm going to go ahead and review the footage and see if I can identify any patterns.

Andrew Davis: That sounds great, thank you. What's the next step?

Agent Thompson: I'm going to create a ticket for this issue, which will be MEI-20559. I'll also send you an email with some recommendations for immediate actions you can take to address the issue.

Andrew Davis: Okay, sounds good. How long do you think it'll take to resolve this?

Agent Thompson: I'd say we should have a resolution within the next 3-5 business days. I'll make sure to keep you updated on the progress.

CLOSING

Agent Thompson: Just to summarize, Andrew, I'm going to review the footage, create a ticket, and send you some recommendations for immediate actions. Your ticket number is MEI-20559.

Andrew Davis: Got it, thanks for your help, Agent Thompson.

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

Andrew Davis: You too, thanks again. Bye.