

# Meijer Support Call Transcript — MEI-5549

Ticket ID:	MEI-5549	Priority:	Low
Created:	2024-08-02 15:56:04	Status:	Resolved
Store #:	201	Store:	S. Greenville West Dr., Greenville
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	43.1745531, -85.27722307481446	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 Matthew Martin, Front End Supervisor at the S. Greenville West Dr. store in Greenville.

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

Caller: It's going alright, just a little busy with the back-to-school sales.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: So, I'm calling about some suspicious activity we've been noticing at the store. We've had a few instances of merchandise going missing from the electronics department.

Agent: Okay, can you tell me more about what's been happening? What kind of merchandise is missing?

Caller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it's mostly been gaming consoles and laptops. We've had a few customers report that they've seen someone lingering around the area, but our cameras haven't picked up anything conclusive.

Agent: I see. Have you noticed any patterns or anything that might be contributing to the issue?

Caller: (interruption) Hold on, Karen... (pause) Sorry about that. Yeah, it seems to be happening mostly during our late-night shifts.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Matthew, I'm going to go ahead and create a ticket for this issue. That'll be MEI-5549. I'm going to mark it as a low priority for now, but we'll definitely look into it.

Caller: Sounds good, thanks.

Agent: In the meantime, I recommend that you increase the frequency of your inventory checks and make sure your team is keeping a close eye on the electronics department.

Caller: Absolutely, we'll do that.

Agent: I'm going to escalate this to our loss prevention team and they'll be in touch with you within the next 24 hours to discuss further.

### \*\*CLOSING\*\*

Agent: Just to summarize, Matthew, we've created ticket MEI-5549 for the suspicious activity at your store. You can expect to hear from our loss prevention team within the next 24 hours.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, Matthew. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.