

# Meijer Support Call Transcript — MEI-1026

Ticket ID:	MEI-1026	Priority:	Low
Created:	2024-11-26 03:05:05	Status:	Resolved
Store #:	236	Store:	M 72 E, Williamsburg
Category:	Operational Issues	Type:	Training Need
Coordinates:	44.770551, -85.477381	Location Type:	Store

## Transcript

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

### \*\*OPENING\*\*

Agent: Store Operations, this is Karen. How can I help you today?

Joshua Martin: Hi Karen, this is Joshua Martin, Produce Manager at the M 72 E store in Williamsburg.

Karen: Hi Joshua, nice to talk to you. How's everything going up in Williamsburg today?

Joshua Martin: Oh, you know, just trying to get through the holiday rush. We're slammed with customers getting ready for Thanksgiving.

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

Joshua Martin: So, I'm calling about a training need we have in the produce department. We've got some new hires starting next week and I'm not sure if we've got all the necessary training modules completed.

Karen: Okay, can you tell me more about what specific training you're looking for? Is it related to food safety or maybe our inventory management system?

Joshua Martin: Yeah, it's mostly just our standard produce procedures, like receiving and stocking. We've had some issues with shrinkage lately and I want to make sure our new team members are up to speed.

Karen: Alright, that makes sense. Have you checked our internal training portal to see if there are any available resources?

Joshua Martin: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, I've checked the portal, but I'm not seeing anything that really fits what we need.

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

Karen: Okay, Joshua, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-1026. I'm going to prioritize this as a low priority, but I'll make sure to get it addressed for you.

Joshua Martin: Sounds good, thanks Karen.

Karen: In the meantime, I can offer you some temporary solutions. Have you considered reaching out to our regional produce trainer to see if they can provide any additional support?

Joshua Martin: Actually, that's not a bad idea. I'll give them a call and see what they can do.

Karen: Great, I'll also make sure to follow up with you within the next 24 hours to check on the status of your training needs.

**\*\*CLOSING\*\***

Karen: Just to summarize, Joshua, I've created ticket MEI-1026 for your training need and I'll be following up with you within the next 24 hours.

Joshua Martin: Sounds good, thanks Karen. I appreciate your help.

Karen: You're welcome, Joshua. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and happy Thanksgiving!

Joshua Martin: You too, thanks again!