

# Meijer Support Call Transcript — MEI-3887

Ticket ID:	MEI-3887	Priority:	Low
Created:	2024-11-30 14:29:38	Status:	Open
Store #:	123	Store:	Fort Street, Southgate
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	42.19131975000005, -83.18472202534213	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?

Jennifer Rodriguez: Hi, Agent Thompson. This is Jennifer, Assistant Manager at the Fort Street store in Southgate.

Agent Thompson: Ah, hi Jennifer! Nice to talk to you. How's everything going at the store today?

Jennifer Rodriguez: It's going alright, just a few issues we're dealing with. Thanks for asking.

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

Jennifer Rodriguez: 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 team members.

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

Jennifer Rodriguez: Well, we've had some missing items, and our shrinkage is higher than usual. I've reviewed the footage, and it looks like it might be one of our cashiers.

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

Jennifer Rodriguez: Not yet, I wanted to get some guidance from you first. (background noise) Oh, sorry about that, we're just getting ready for our weekly ad sale.

Agent Thompson: No worries, Jennifer. Can you tell me more about the missing items? What kind of products are we talking about?

Jennifer Rodriguez: Mostly just general merchandise, like health and beauty products.

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

Agent Thompson: Okay, got it. Well, I'm going to go ahead and review the case. I've created ticket MEI-3887 for our reference. I think we'll need to do some further investigation to get to the bottom of this.

Jennifer Rodriguez: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend that you do keep an eye on those inventory counts and make sure to review the footage regularly. We'll also need to talk to the employee in question and do some additional training.

Jennifer Rodriguez: Alright, that makes sense.

Agent Thompson: 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 steps.

\*\*CLOSING\*\*

Agent Thompson: Just to summarize, Jennifer, we've created ticket MEI-3887 for the employee issue at the Fort Street store. Our loss prevention team will be in touch with you within the next 24 hours to discuss further steps.

Jennifer Rodriguez: Great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any other questions or concerns, don't hesitate to reach out. We'll get this resolved for you.

Jennifer Rodriguez: Appreciate it, thanks.

Agent Thompson: You're welcome, have a great day!