

# Meijer Support Call Transcript — MEI-11032

Ticket ID:	MEI-11032	Priority:	Low
Created:	2024-11-14 21:35:21	Status:	Resolved
Store #:	44	Store:	W. Hill Road, Flint
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	42.9468489, -83.72873408044723	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?

Andrew Miller: Hi Karen, this is Andrew Miller, Department Manager at the W. Hill Road store in Flint.

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

Andrew Miller: Oh, you know, just trying to get through the day. We've got a pretty busy store.

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

Andrew Miller: So, I'm calling about some suspicious activity we've got going on. One of our team members reported seeing someone taking pictures of our inventory levels in the stockroom.

Karen: Okay, that does sound suspicious. Can you tell me more about what happened? What time of day was it?

Andrew Miller: It was around 2 pm, during our afternoon stock replenishment. (background noise) Sorry, bear with me for a sec, I've got a truck coming in. (pause) Okay, so like I said, our team member saw this person taking pictures with their phone.

Karen: And did they approach the person or report it to anyone right away?

Andrew Miller: Yeah, they reported it to me right away, and I reviewed the footage. It looks like the person was trying to get a shot of our inventory levels for our weekly ad items.

Karen: I see. And was there a vendor involved in this incident?

Andrew Miller: No, none that we're aware of. Just this individual taking pictures.

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

Karen: Okay, Andrew, I'm going to go ahead and create a ticket for this incident. That'll be MEI-11032. I'll make sure to get our loss prevention team to review the footage and see if we can identify the individual.

Andrew Miller: Sounds good, thanks Karen. What's the timeline looking like for getting this resolved?

Karen: We should have someone review the footage within the next 24 hours. If we can identify the person, we'll work with our security team to prevent any future incidents.

Karen: In the meantime, I recommend increasing security presence in the stockroom, especially during stock replenishment.

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

Karen: Just to summarize, Andrew, we've got a ticket created for the suspicious activity, and we'll have our loss prevention team review the footage within the next 24 hours.

Andrew Miller: Sounds good, thanks Karen. What's the ticket number again?

Karen: That's MEI-11032. We'll be in touch if we need any more information from you. Thanks for reporting this incident, Andrew.

Andrew Miller: No problem, thanks for your help, Karen.