

Meijer Support Call Transcript — MEI-16234

Ticket ID:	MEI-16234	Priority:	Medium
Created:	2025-01-15 09:47:47	Status:	Closed
Store #:	304	Store:	S Rapids Rd, Manitowoc
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	44.07789271951219, -87.70824818292682	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 Jessica Smith, Shift Supervisor at the S Rapids Rd store in Manitowoc.

Agent: Hi Jessica, nice to talk to you. How's your day going so far?

Caller: It's going, just dealing with a few issues. How about you?

PROBLEM DESCRIPTION

Caller: So, I've got an employee issue that I need some assistance with. One of our team members is having some problems with their attendance and I'm not sure how to handle it.

Agent: Okay, can you tell me a little more about what's going on? What's the employee's name and what's been happening with their attendance?

Caller: (background noise of store announcements) Sorry, bear with me for a sec... Okay, so it's Emily, she's a cashier. She's been missing a lot of shifts and when she does show up, she's been late. I've talked to her about it, but it's still happening.

Agent: I see. Have you documented all of these incidents and talked to her about the impact it's having on the store?

Caller: Yeah, I've got it all written down. I just don't know what to do next.

Agent: Okay, got it. And just to confirm, there's no vendor involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this issue. That'll be MEI-16234. I'm going to mark it as a medium priority since it's an employee issue.

Caller: Sounds good, thanks.

Agent: So, in the meantime, I would suggest you continue to document any further incidents and consider having a meeting with Emily to discuss a plan to get her attendance back on track.

Agent: I'm going to go ahead and send this ticket to our HR team and they'll be in touch with you within the next 24 hours to discuss further action.

Caller: Okay, that sounds great. Thanks for your help, Karen.

CLOSING

Agent: You're welcome, Jessica. Just to summarize, I've created ticket MEI-16234 for the employee issue and our HR team will be in touch with you within the next 24 hours.

Caller: Got it, thanks.

Agent: If you have any further questions or concerns, don't hesitate to reach out. Have a great day, Jessica.

Caller: You too, thanks again.