

Meijer Support Call Transcript — MEI-19092

Ticket ID:	MEI-19092	Priority:	Medium
Created:	2025-05-31 20:53:45	Status:	Open
Store #:	309	Store:	Mentor Ave, Mentor
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	41.6751794, -81.3089473	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?

Lisa Garcia: Hi Karen, this is Lisa Garcia, Grocery Manager at the Mentor Ave store in Mentor, Ohio.

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

Lisa Garcia: It's going alright, just a little busy with the weekend sales. But I did need to reach out to you about a concern I have.

PROBLEM DESCRIPTION

Lisa Garcia: We've had some suspicious activity in our store, specifically in the electronics department. One of our employees reported seeing someone taking a TV off the shelf and concealing it in a cart. We've reviewed the footage, and it looks like it might be an inside job.

Karen: I see. Can you tell me more about the footage? What time did this happen and do we have a good description of the individual?

Lisa Garcia: It happened around 3 pm yesterday. The footage isn't great, but it looks like it might be one of our part-time cashiers. (background noise) Oh, sorry about that, I'm on the sales floor right now.

Karen: No worries, Lisa. That can be a challenge. Did we have any vendors in the store around that time that might have seen something?

Lisa Garcia: No, none that I'm aware of. We did have a shipment of new TVs come in yesterday morning, though.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Lisa, I'm going to go ahead and take a look at this. I've created ticket MEI-19092 for our team to review. Based on what you've told me, I think we should take a closer look at our internal controls and see if we can identify any other potential vulnerabilities.

Lisa Garcia: That sounds like a good plan. What's the next step?

Karen: I'm going to assign this ticket to our loss prevention team, and they'll be in touch with you within the next 24 hours to discuss further. In the meantime, please make sure to keep a close eye on that electronics department and let me know if you notice anything else suspicious.

Lisa Garcia: Will do. What's the timeline looking like for resolution on this?

Karen: We'll work to resolve this as quickly as possible, but I'd say we're looking at around 3-5 business days, depending on what our team finds.

CLOSING

Karen: Just to summarize, Lisa, we've created ticket MEI-19092 for the suspicious activity in your electronics department. Our loss prevention team will be in touch with you within the next 24 hours to discuss further.

Lisa Garcia: Great, thank you Karen. I appreciate your help on this.

Karen: You're welcome, Lisa. If you have any other questions or concerns, don't hesitate to reach out. We'll get to the bottom of this.

Lisa Garcia: Will do, thanks again.

Karen: You're welcome, have a great day!