

Meijer Support Call Transcript — MEI-6769

Ticket ID:	MEI-6769	Priority:	Low
Created:	2025-01-13 19:22:19	Status:	Closed
Store #:	143	Store:	Columbus Pike, Lewis Center
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	40.16099295, -83.02279093218928	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 Christopher Martin, Department Manager at the Columbus Pike store in Lewis Center.

Agent: Hi Christopher, how's it going up there in Lewis Center? How can I assist you today?

Caller: Oh, you know, just trying to stay on top of things. We've got a bit of an issue I need some help with.

PROBLEM DESCRIPTION

Caller: So, I've got an employee who's been having some issues with their cash handling procedures. We've had a few discrepancies in the last week, and I'm not sure what's going on.

Agent: Okay, can you tell me more about what's been happening? What kind of discrepancies are we talking about?

Caller: Well, it seems like they're just not balancing out right. We've had a few overages and shortages, and I've talked to them about it, but it's still happening.

Agent: Alright, that doesn't sound right. Have you reviewed the security footage to see if there's anything suspicious going on?

Caller: (background noise) Oh, sorry about that, Karen. Yeah, I've taken a look, but I haven't seen anything out of the ordinary. (pause) Wait, let me just... (brief hold) Okay, sorry about that. Where was I? Ah yes, the footage.

Agent: No worries, Christopher. So, you haven't seen anything suspicious on the footage. Have you considered re-training the employee on our cash handling procedures?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Christopher, I'm going to go ahead and create a ticket for this issue. That'll be MEI-6769. I'll make sure to get this looked into right away.

Caller: Great, thanks Karen. I appreciate it.

Agent: No problem, Christopher. In the meantime, I recommend that you continue to monitor the situation and keep an eye on those discrepancies. If it continues to happen, we may need to bring the employee in for some additional training or coaching.

Caller: Sounds good. What's the timeline looking like for getting this resolved?

Agent: Well, since this is a low-priority issue, I'd say we're looking at a few days to a week to get everything sorted out.

****CLOSING****

Agent: Alright, Christopher, just to summarize, I've created ticket MEI-6769 for the employee issue at your store. I'll make sure to follow up with you in the next few days to see how things are going.

Caller: Great, thanks Karen. I appreciate your help.

Agent: No problem, Christopher. You have a great day, and don't hesitate to reach out if you need anything else.

Caller: You too, Karen. Thanks again.

Agent: Bye, Christopher.