

# Meijer Support Call Transcript — MEI-10326

Ticket ID:	MEI-10326	Priority:	High
Created:	2025-02-12 18:43:55	Status:	Closed
Store #:	107	Store:	Colonel Glenn Hwy, Fairborn
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	39.77747345, -84.07364279472327	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 Sarah Rodriguez, Store Manager at the Colonel Glenn Hwy store in Fairborn.

Agent: Hi Sarah, nice to talk to you. How's everything going at your store today?

Caller: It's going, just dealing with a bit of an issue. How about you?

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

Caller: So, we've had a suspected theft in our electronics department. One of our team members noticed that a few high-end gaming consoles were missing from the shelf.

Agent: Okay, I'm sorry to hear that. Can you tell me more about what happened? Was it during a specific time frame or shift?

Caller: (background noise) Oh, sorry about that. Yeah, it looks like it happened sometime between last night's close and this morning's opening. We're still reviewing the footage.

Agent: Alright, got it. And do you have any idea how many consoles are missing or what the estimated loss is?

Caller: (interrupted by a page in the background) Sorry, just a minute... Okay, where was I? Ah yes, we're looking at around 5 consoles, valued at about \$2,000 total.

Agent: Okay, that's a significant loss. Have you reviewed the security footage yet?

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

Agent: Okay, Sarah, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-10326. Given the priority of this issue, I want to make sure we get on it right away.

Caller: That sounds great, thank you.

Agent: I'm going to escalate this to our loss prevention team and we'll work on reviewing the footage and investigating further. In the meantime, can you please ensure that your team is keeping a close eye on the electronics department?

Caller: Absolutely, we'll make sure to increase our surveillance.

Agent: Great. I expect we'll have an update on this within the next 24-48 hours. We'll work to identify the cause of the theft and prevent it from happening again in the future.

### \*\*CLOSING\*\*

Agent: Just to summarize, Sarah, we've created ticket MEI-10326 for the suspected theft in your electronics department. We'll be in touch with an update soon.

Caller: Sounds good, thank you for your help, Karen.

Agent: You're welcome, Sarah. If you have any further questions or concerns, don't hesitate to reach out. We'll be in touch soon.

Caller: Appreciate it, thanks.