

Meijer Support Call Transcript — MEI-8901

Ticket ID:	MEI-8901	Priority:	Medium
Created:	2024-12-06 22:35:37	Status:	In progress
Store #:	57	Store:	S. Rochester Road, Rochester Hills
Category:	Operational Issues	Type:	Staffing Shortage
Coordinates:	42.6340629, -83.12872063898715	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Amanda Garcia: Hi Karen, this is Amanda Garcia, Department Manager at the S. Rochester Road store in Rochester Hills. How's your day going so far?

Karen: It's going well, thanks for asking, Amanda. What can I help you with today?

PROBLEM DESCRIPTION

Amanda Garcia: We're experiencing a staffing shortage for our evening shift and I need some help. We're looking at being short four cashiers for the rest of the night.

Karen: Okay, I understand. Can you tell me a little bit more about what's going on? Did you have any call-ins or no-shows?

Amanda Garcia: Yeah, we had a couple of call-ins and one of our cashiers had to leave early due to a family emergency. (background noise of store announcements) Sorry, bear with me for a sec. Okay, so like I was saying, we're really short-handed and I'm worried about our customer wait times.

Karen: No problem, Amanda. I'm here to help. Just to clarify, you're looking for four additional cashiers to cover the rest of the evening shift, is that correct?

Amanda Garcia: That's right. We're getting slammed with customers right now and I don't want to compromise our service levels.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, I've got it. I'm going to go ahead and review our staffing options for you. (pause) Alright, I think I can help you out. I'm going to create a ticket for this issue, MEI-8901, and I'll get our staffing team to work on finding some additional coverage for you.

Amanda Garcia: Great, thank you so much, Karen. I really appreciate it.

Karen: You're welcome, Amanda. I'm going to estimate that we can get some additional staff to you within the next hour or so. In the meantime, I recommend that you consider using some of your existing staff to cover the front end, even if it's just temporarily.

Amanda Garcia: Okay, that's a good idea. We can definitely do that.

CLOSING

Karen: Alright, Amanda, just to summarize, I've created ticket MEI-8901 for your staffing shortage issue and we're working on getting some additional coverage to you ASAP. You should see some relief within the next hour or so.

Amanda Garcia: Great, thank you again, Karen. I really appreciate your help.

Karen: You're welcome, Amanda. If you have any other issues or concerns, don't hesitate to reach out. Have a great rest of your evening and I'll follow up with you tomorrow to make sure everything got resolved okay.

Amanda Garcia: Sounds good, thanks again. Bye!