

Meijer Support Call Transcript — MEI-22798

Ticket ID:	MEI-22798	Priority:	Low
Created:	2025-05-19 10:10:39	Status:	Resolved
Store #:	50	Store:	28th Street S.E., Grand Rapids
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	42.913654, -85.531902	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 Joseph Brown, Shift Supervisor at the 28th Street S.E. store in Grand Rapids.

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

Caller: Oh, you know, just trying to get through the morning rush. We're slammed with customers.

PROBLEM DESCRIPTION

Caller: So, I'm calling about an employee issue that's requiring some assistance. We've got a team member who's not following protocol on the sales floor, and it's causing some problems with inventory management.

Agent: Okay, can you tell me more about what's happening? What kind of protocol are they not following?

Caller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so they're not scanning items correctly, and it's throwing off our inventory counts. We're using the standard Meijer inventory management system, but... (interruption) Hold on, let me just... (pause) Sorry about that, Karen. As I was saying, it's causing some discrepancies in our stock levels.

Agent: Alright, got it. And have you spoken with the employee about this issue already?

Caller: Yeah, I've talked to them, but it's still happening. That's why I'm reaching out for some help.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Joseph, I'm going to go ahead and create a ticket for this issue. That'll be MEI-22798. I'll make sure to note that it's a low-priority issue, but we'll still get it resolved for you.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, can you please remind the employee to follow the proper scanning procedures? And if the issue persists, we can discuss further training or coaching.

Caller: Absolutely, I'll take care of that right away.

Agent: Great. I'm expecting this issue to be resolved within the next 24 to 48 hours. We'll follow up with you to make sure everything is taken care of.

CLOSING

Agent: Just to summarize, Joseph, we've created ticket MEI-22798 for the employee issue, and we'll be following up with you to ensure it's resolved.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Joseph. If you have any further issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again. Bye.

Agent: Bye, Joseph.