

Meijer Support Call Transcript — MEI-19288

Ticket ID:	MEI-19288	Priority:	Low
Created:	2025-02-25 22:35:47	Status:	In progress
Store #:	163	Store:	24th Avenue, Fort Gratiot
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	43.04636495, -82.4606631570061	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 Matthew Taylor, Produce Manager at the 24th Avenue store in Fort Gratiot.

Agent: Hi Matthew, nice to talk to you. How's everything going up there in the Thumb?

Caller: Oh, you know, just trying to keep the produce section running smoothly. But I'm calling about an issue that needs some assistance.

PROBLEM DESCRIPTION

Caller: So, we've got an employee who's been having some issues with their attendance and performance. We've had some complaints from customers about their behavior on the sales floor.

Agent: I see. Can you tell me more about what's been going on with this employee? What kind of complaints have you been getting?

Caller: (background noise of store announcements) Sorry about that, Karen. Okay, so we've had customers complaining about this employee being rude and unhelpful. And on top of that, they've been missing shifts and showing up late.

Agent: Okay, that doesn't sound good. Have you talked to the employee about these issues?

Caller: Yeah, we've had a few conversations with them, but it doesn't seem to be improving. That's why I'm calling for some guidance on how to handle the situation.

Agent: Alright, got it. And just to confirm, there aren't any vendors involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Matthew, I'm going to go ahead and review the notes on this case. (pause) Alright, I've got it. I'm going to create a ticket for this issue, which will be MEI-19288. I'm going to prioritize this as a low-priority issue, but I still want to get it resolved for you as soon as possible.

Caller: Sounds good, thanks Karen.

Agent: So, in the meantime, I recommend that you continue to document any incidents with this employee and keep track of their attendance. We can discuss possible next steps, such as a performance improvement plan or additional training.

Caller: That makes sense. What's the timeline looking like for getting this resolved?

Agent: Well, I'm going to escalate this to our HR team and they'll review the case. We should have a resolution or a plan in place within the next 3-5 business days.

****CLOSING****

Agent: Alright, Matthew, just to summarize, we've created ticket MEI-19288 for the employee issue at your store. I'll make sure to follow up with you within the next 3-5 business days to check on the status.

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

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

Caller: You too, thanks!