

Meijer Support Call Transcript — MEI-13217

Ticket ID:	MEI-13217	Priority:	Low
Created:	2024-05-25 20:00:58	Status:	In progress
Store #:	134	Store:	E. Southport Road, Indianapolis
Category:	Loss Prevention	Type:	Break-in
Coordinates:	39.663419000000005, -86.07743920003804	Location Type:	Store

Transcript

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

OPENING

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

Caller: Hi Karen, this is Michelle Thomas, Department Manager at the E. Southport Road store in Indianapolis. How's your day going so far?

Agent: It's going well, thanks for asking, Michelle. What brings you to call us today?

PROBLEM DESCRIPTION

Caller: We had a break-in at our store last night, and I need some assistance with the aftermath. It looks like they smashed a window and made off with some merchandise from the pharmacy area.

Agent: I'm so sorry to hear that, Michelle. Can you tell me more about what happened? What time did you discover the break-in?

Caller: We found out around 6 am this morning when our team arrived to start restocking shelves. (background noise) Oh, sorry about that, I'm on the sales floor right now.

Agent: No worries, Michelle. So, you said they took some merchandise from the pharmacy area. Do you have an estimate of what was taken?

Caller: Not yet, we're still doing an inventory. But it looks like they got away with some high-dollar items like prescription meds and maybe some electronics.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Michelle, I'm going to go ahead and review the details of this incident. I see that we already have a ticket created, MEI-13217. I'm going to assign this to our loss prevention team to investigate further.

Caller: Great, thank you, Karen. What's the next step?

Agent: We'll have someone from our team reach out to you within the next 24 hours to discuss the incident and possible next steps. In the meantime, please make sure to preserve any evidence and keep an eye on your inventory.

Agent: I'd also like to remind you to review your security footage and see if you can identify any suspects.

CLOSING

Agent: Just to summarize, Michelle, we've got a ticket created, and our loss prevention team will be in touch with you soon. Your ticket number is MEI-13217, and we'll keep you updated on our progress.

Caller: Sounds good, Karen. Thanks for your help.

Agent: You're welcome, Michelle. We'll be in touch soon. Have a great day, and please let us know if you need anything else.