

Meijer Support Call Transcript — MEI-17782

Ticket ID:	MEI-17782	Priority:	Low
Created:	2025-02-22 04:48:48	Status:	Resolved
Store #:	133	Store:	E. US Highway 36, Avon
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	39.763278, -86.402411	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 Thompson, Produce Manager at the E. US Highway 36 store in Avon.

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've got a pretty busy day ahead of us.

PROBLEM DESCRIPTION

Caller: So, I'm calling about some suspicious activity we've been noticing in the produce department. We've had a few instances of missing product, and our inventory numbers just aren't adding up.

Agent: Okay, can you tell me more about what's been going on? What kind of product is missing?

Caller: It's mostly been our high-end fruits and veggies, like organic apples and bell peppers. We've also had some issues with our floral department.

Agent: I see. Have you noticed anything unusual on the security cameras?

Caller: (background noise) Hold on just a sec, Karen... (pause) Sorry about that, we've got a lot of customers in the store right now. Anyway, yeah, we have reviewed the footage, and it looks like someone might be tampering with our inventory after hours.

Agent: Okay, that's definitely concerning. Can you tell me more about what you've seen on the cameras?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Joseph, I'm going to go ahead and create a ticket for this issue. This will be ticket number MEI-17782. I'm going to mark it as a low priority, but we'll still get someone out to take a look at your security cameras and review the footage.

Caller: Sounds good, thanks Karen. What's the timeline looking like for getting someone out here?

Agent: We should be able to get someone out to your store within the next 24 to 48 hours. In the meantime, I recommend keeping a close eye on your inventory and reviewing the security footage regularly.

Caller: Alright, that sounds like a plan. Thanks for your help, Karen.

CLOSING

Agent: You're welcome, Joseph. Just to summarize, we've created ticket MEI-17782 for the suspicious activity in your produce department. Someone will be out to review the security footage and help you get to the bottom of this issue within the next 24 to 48 hours.

Caller: Sounds good, thanks again Karen.

Agent: You're welcome, Joseph. Have a great day, and we'll talk to you soon.

Caller: You too, thanks. Bye.