

# Meijer Support Call Transcript — MEI-11171

Ticket ID:	MEI-11171	Priority:	Low
Created:	2024-10-23 10:56:53	Status:	In progress
Store #:	155	Store:	Chester Boulevard, Richmond
Category:	Loss Prevention	Type:	Break-in
Coordinates:	39.868241, -84.88534007633976	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?

Lisa Miller: Hi Karen, this is Lisa Miller, Front End Supervisor at the Chester Boulevard store in Richmond.

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

Lisa Miller: Oh, it's been a crazy morning, but I'm hoping you can help me with an issue we're having.

### \*\*PROBLEM DESCRIPTION\*\*

Lisa Miller: We had a break-in at our store last night, and I'm not sure what all was taken, but it looks like they got into our pharmacy area.

Agent: I'm so sorry to hear that, Lisa. Can you tell me more about what happened? Was it a smash and grab or did they get into the store through a door?

Lisa Miller: It looks like they broke the glass on the pharmacy door. We're still assessing the damage, but it's pretty bad. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the break-in.

Agent: No problem, Lisa. Take your time. Did you notice anything unusual on the security footage?

Lisa Miller: We're still reviewing it, but it looks like they were in and out pretty quick. We didn't have any vendors in the store last night, so it was just our employees who were here.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Lisa, I'm going to go ahead and create a ticket for this issue. It'll be MEI-11171. I'm going to mark it as a priority low, but I want to make sure we get someone out to assess the damage as soon as possible.

Lisa Miller: That sounds great, thank you.

Agent: In the meantime, can you please make sure to secure the area and get a list of any missing items or damage?

Lisa Miller: Absolutely, we're on it.

Agent: I'm going to go ahead and get a team member to reach out to you within the next 24 hours to follow up on the ticket. We'll get this resolved as soon as possible.

### \*\*CLOSING\*\*

Agent: Just to summarize, Lisa, we've created ticket MEI-11171 for the break-in at your store. I'll make sure to follow up with you within the next 24 hours.

Lisa Miller: Sounds great, thank you so much for your help, Karen.

Agent: You're welcome, Lisa. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and I hope the rest of your morning goes smoothly.

Lisa Miller: You too, thanks again.