

Meijer Support Call Transcript — MEI-15127

Ticket ID:	MEI-15127	Priority:	Low
Created:	2025-01-20 19:47:39	Status:	Closed
Store #:	297	Store:	Porters Vale Boulevard, Valparaiso
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	41.47232295, -87.01870739615347	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 Robert Thomas, Shift Supervisor at the Porters Vale Boulevard store in Valparaiso.

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

Caller: Oh, you know, just trying to stay on top of things. We've got a pretty busy Saturday going on.

PROBLEM DESCRIPTION

Caller: So, I've got a situation here that's got me a little concerned. We've had some suspicious activity in the electronics department. One of our team members reported seeing someone messing around with some of the display merchandise.

Agent: Okay, can you tell me more about what happened? What kind of merchandise was involved?

Caller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it was some of the new smartwatches we just got in. The team member said the person was trying to remove the security tags.

Agent: I see. And did we get a good description of the individual?

Caller: (interrupted by a page over the store intercom) Sorry, just a minute... (pause) Okay, where was I? Ah yes, the description. We didn't get a great look, but it was a male, probably in his mid-30s, wearing a black hoodie.

Agent: Alright, got it. And you didn't notice any vendors in the area who might have been involved?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Robert, I'm going to go ahead and create a ticket for this incident. That'll be MEI-15127. I'm going to mark it as a low priority for now, but we'll definitely keep an eye on it.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review the security footage and see if you can get a better look at the individual. We can also increase the frequency of our security checks in that department.

Caller: That's a great idea. I'll get our security team on it right away.

Agent: Great. I expect we'll have this resolved within the next 24 to 48 hours. I'll follow up with you on Monday to check on the status.

CLOSING

Agent: Just to summarize, Robert, we've got a ticket open for the suspicious activity in the electronics department, and we're going to review the security footage and increase our security checks.

Caller: That sounds great, thanks Karen.

Agent: You're welcome, Robert. Your ticket number is MEI-15127, and I'll be in touch on Monday to follow up. Have a great rest of your day!

Caller: You too, thanks again!