

Meijer Support Call Transcript — MEI-22840

Ticket ID:	MEI-22840	Priority:	Medium
Created:	2025-03-10 12:52:28	Status:	In progress
Store #:	281	Store:	West Lane Rd, Machesney Park
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	42.368333, -89.01144597708364	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 Emily Smith, Department Manager at the West Lane Rd store in Machesney Park.

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

Caller: It's going alright, just a little busy with the weekend sales. How about you?

PROBLEM DESCRIPTION

Caller: So, I'm calling about an employee issue that's been going on. We've had some discrepancies with our inventory counts, and I think one of our team members might be involved.

Agent: Okay, can you tell me more about what's been going on? What kind of discrepancies are you seeing?

Caller: Well, it seems like we're missing some merchandise, and our inventory reports aren't matching up. I've tried to investigate, but I need some help from Asset Protection to figure out what's going on.

Agent: Alright, that sounds like a pretty serious issue. Can you give me an idea of what kind of merchandise is missing? Is it just one specific department or across the whole store?

Caller: It seems to be mostly in our grocery department, specifically with our meat and dairy products.

Agent: Okay, got it. And have you talked to the employee in question yet?

Caller: Not yet, I wanted to get your input before I do anything.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Emily, I'm going to go ahead and create a ticket for this issue. It'll be MEI-22840. I'm going to prioritize it as medium, since it's not an immediate emergency, but we do need to get to the bottom of it.

Caller: Sounds good, thanks Karen.

Agent: So, my initial assessment is that we'll need to do some further investigation to figure out what's going on. I'm going to recommend that we review the security footage and do some audits on our inventory counts.

Caller: That makes sense. How long do you think it'll take to resolve the issue?

Agent: I'd say we're looking at a few days to a week, depending on how quickly we can get the footage reviewed and the audits done. I'll make sure to keep you updated on the progress.

****CLOSING****

Agent: So, just to summarize, I've created ticket MEI-22840 for the employee issue at your store. I'll be in touch with you within the next few days to let you know how the investigation is going.

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

Agent: You're welcome, Emily. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and let's get to the bottom of this issue.

Caller: You too, thanks again.