

Meijer Support Call Transcript — MEI-8830

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| Ticket ID: | MEI-8830 | Priority: | Low |
| Created: | 2025-01-22 21:41:56 | Status: | In progress |
| Store #: | 330 | Store: | Burbank Rd, Wooster |
| Category: | Loss Prevention | Type: | Break-in |
| Coordinates: | 40.8591961, -81.94896036057068 | 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 Christopher Martin, Produce Manager at the Burbank Rd store in Wooster.

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

Caller: Not great, actually. We've got a bit of a situation on our hands.

PROBLEM DESCRIPTION

Caller: We had a break-in last night, and I'm not sure what all was taken, but it looks like they got into our storage room.

Agent: Okay, sorry to hear that. Can you tell me more about what happened? Was it a forced entry or...?

Caller: Yeah, it looks like they busted in through the back door. (background noise) Oh, sorry, I've got a customer asking me a question. (pause) Anyway, like I was saying, it looks like they got into our storage room and made off with some stuff.

Agent: Okay, got it. And do you have any idea what time this might have happened?

Caller: Our security cameras caught it around 2 am. (background noise) Sorry, Karen, can you hold on just a sec? (pause) Okay, I'm back.

Agent: No problem, Christopher. So, just to clarify, you're saying that the break-in occurred around 2 am, and you're not sure what was taken yet?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, I'm going to go ahead and review the ticket I created for you, MEI-8830. Based on what you've told me, it sounds like we'll need to get our loss prevention team involved to review the security footage and assess the damage.

Caller: That sounds good. What's the next step?

Agent: I'm going to go ahead and assign this ticket to our loss prevention team, and they'll be in touch with you within the next 24 hours to discuss further. In the meantime, can you please make sure to secure the area and take any necessary steps to prevent further loss?

Caller: Absolutely. We've already got our maintenance team working on repairing the back door.

CLOSING

Agent: Okay, Christopher, just to summarize, we've got a ticket created, MEI-8830, and our loss prevention team will be in touch with you within the next 24 hours. If you have any further questions or concerns, don't hesitate to reach out.

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

Agent: You're welcome, Christopher. We'll get this taken care of for you. Have a great day, and I'll talk to you soon.

Caller: You too, thanks. Bye.