

Meijer Support Call Transcript — MEI-12723

Ticket ID:	MEI-12723	Priority:	Medium
Created:	2024-07-08 12:21:23	Status:	In progress
Store #:	247	Store:	Philo Road, Urbana
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	40.086065149999996, -88.18734685102692	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 David Davis, Grocery Manager at the Philo Road store in Urbana.

Agent: Hi David, 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 bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Caller: So, we've had a suspected theft in our grocery department. One of our team members noticed that some of our high-end cheeses were missing, and we're not sure if it was an employee or a customer.

Agent: Okay, that's not good. Can you tell me more about what happened? Was there any surveillance footage?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, we're reviewing the footage now, but it's not real clear. We're thinking it might have happened during the lunch rush.

Agent: Alright, got it. And you said high-end cheeses, right? Like what kind of products are we talking about?

Caller: Yeah, our specialty gouda and brie. We had a big shipment come in last week, and now some of it's just gone.

Agent: Okay, that's a pretty significant loss. Have you talked to your team about it, seen if anyone noticed anything suspicious?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, David, I'm going to go ahead and take a look at this. I've created a ticket for you, MEI-12723. We'll get our loss prevention team to take a closer look at the footage and see if we can identify what happened.

Caller: Sounds good, thanks Karen. What's the timeline looking like for getting this resolved?

Agent: Well, we'll get started on it right away. I'd say we'll have an update for you within the next 24 to 48 hours. In the meantime, can you make sure to keep an eye on your inventory and let me know if anything else comes up missing?

Caller: Absolutely, will do. Thanks for your help, Karen.

CLOSING

Agent: You're welcome, David. Just to recap, we've got a ticket open for the suspected theft in your grocery department, and we'll be in touch soon with an update. Your ticket number is MEI-12723, just in case you need to reference it.

Caller: Got it, thanks. I appreciate your help, Karen.

Agent: No problem, David. Have a great day, and we'll talk to you soon.

Caller: You too, thanks. Bye.