

# Meijer Support Call Transcript — MEI-20707

Ticket ID:	MEI-20707	Priority:	Low
Created:	2025-02-04 17:42:06	Status:	Resolved
Store #:	325	Store:	Fulton Drive, Canton
Category:	Operational Issues	Type:	Training Need
Coordinates:	40.84613375000001, -81.44253246577912	Location Type:	Store

## Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

### \*\*OPENING\*\*

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Amanda Martinez: Hi Karen, this is Amanda Martinez, Store Manager at the Fulton Drive store in Canton.

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

Amanda Martinez: Oh, you know, just trying to get through the weekend rush. We're slammed with customers.

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

Amanda Martinez: So, I'm calling about a training need we have here. We've got some new hires starting on the sales floor and I'm not sure if they're getting the right information on our mPerks program.

Karen: Okay, can you tell me a little more about what's not clicking with the training?

Amanda Martinez: Well, it seems like they're not understanding how to properly sign up customers for the program... (background noise of a customer asking for assistance) ...sorry, hang on a sec. (pause) Okay, sorry about that. As I was saying, they're just not getting it.

Karen: I understand. Have you tried using the training modules on our Meijer Learning Portal?

Amanda Martinez: Yeah, we have, but I think we need some additional support. Maybe some in-person training or a refresher course.

Karen: Okay, got it. And just to confirm, you don't have any vendors involved in this issue, correct?

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

Karen: Alright, Amanda, I'm going to go ahead and create a ticket for this issue. That'll be MEI-20707. I think we can get someone out to your store within the next week or so to provide some additional training.

Amanda Martinez: That sounds great, thank you. We'd really appreciate it.

Karen: You're welcome. In the meantime, I can send you some additional resources on the mPerks program that you can use to help train your new hires.

Amanda Martinez: That'd be great, thanks.

Karen: Okay, I'll get those sent over to you right away. We'll get this resolved as soon as possible.

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

Karen: Just to summarize, I've created ticket MEI-20707 for the training need at your store. We'll have someone out to provide additional training within the next week.

Amanda Martinez: Sounds good, thanks Karen.

Karen: You're welcome, Amanda. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and thanks for shopping Meijer!

Amanda Martinez: You too, thanks again. Bye.