

Meijer Support Call Transcript — MEI-19618

Ticket ID:	MEI-19618	Priority:	Medium
Created:	2024-08-12 17:26:38	Status:	In progress
Store #:	56	Store:	E. Michigan Avenue, Jackson
Category:	Operational Issues	Type:	Training Need
Coordinates:	42.25469445, -84.35959002257727	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?

Ashley Johnson: Hi Karen, this is Ashley Johnson, Shift Supervisor at the E. Michigan Avenue store in Jackson. How's your day going so far?

Karen: It's going well, thanks for asking, Ashley. What brings you to call us today?

PROBLEM DESCRIPTION

Ashley Johnson: We're having some issues with our training program for the new hires. We've got a bunch of new team members starting next week and our trainer is out on vacation, so we're in a bit of a bind. (background noise of store announcements) Sorry, can you hear me okay?

Karen: Yeah, I can hear you fine, Ashley. So, just to clarify, you're saying you need some assistance with training for your new team members because your trainer is unavailable?

Ashley Johnson: That's right. We've got a lot of folks who need to get up to speed on our sales floor procedures and our mPerks program. (pause) Oh, sorry, I think someone's trying to get my attention. (brief pause) Anyway, I was hoping we could get some guidance on how to move forward with the training.

Karen: Okay, got it. Can you tell me a little bit more about what specific areas of training you're struggling with?

TROUBLESHOOTING/RESOLUTION

Karen: Alright, Ashley, I think I understand the issue. I'm going to go ahead and review the ticket I created for you, MEI-19618. Based on what you've told me, it sounds like we might be able to provide some temporary training support remotely. I can also look into getting some additional training materials sent to your store.

Ashley Johnson: That would be great, thank you. We're really in a time crunch here.

Karen: I understand. I'm going to prioritize this ticket and see what we can do to get you the support you need ASAP. I'd say we're looking at a 24-48 hour turnaround time for getting those training materials to you.

CLOSING

Karen: Just to summarize, Ashley, I'm going to go ahead and work on getting those training materials sent to your store, and I'll also look into remote training support options. Your ticket number is MEI-19618, and I'll make sure to follow up with you within the next 24 hours to check on the status.

Ashley Johnson: Sounds great, Karen. Thanks so much for your help.

Karen: You're welcome, Ashley. Have a great day, and we'll talk soon.