

Meijer Support Call Transcript — MEI-13724

Ticket ID:	MEI-13724	Priority:	Low
Created:	2024-12-13 16:00:38	Status:	In progress
Store #:	311	Store:	28th Street S.E., Grand Rapids
Category:	Loss Prevention	Type:	Break-in
Coordinates:	42.911412, -85.62945	Location Type:	Store

Transcript

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

OPENING

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

Caller: Hi Karen, this is Jessica Jones, Shift Supervisor at the 28th Street S.E. store in Grand Rapids.

Agent: Hi Jessica, nice to talk to you. How's your day going so far?

Caller: It's been a bit of a challenge, unfortunately. We've had a break-in and I need some assistance.

PROBLEM DESCRIPTION

Caller: Yeah, so it looks like someone broke into our store overnight, and we're missing some merchandise. I'm not sure what all is gone yet, but it's definitely a significant loss.

Agent: I'm so sorry to hear that, Jessica. Can you tell me more about what happened? Did you notice any damage to the building or the security cameras?

Caller: (background noise) Oh, sorry about that, I'm just walking over to the security office... Okay, yeah, it looks like they broke a window in the back of the store. And our cameras did catch some footage, but I haven't had a chance to review it all yet.

Agent: Okay, that's helpful to know. And just to confirm, there aren't any vendors involved in this incident, correct?

Caller: That's right, no vendors. Just our own merchandise that's missing.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this incident. That'll be MEI-13724. I'm going to mark it as a low priority for now, but we'll definitely get someone out to take a look at the damage and review that footage.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you and your team take some photos of the damage and make a list of the missing merchandise. That'll help us when we come out to investigate.

Agent: I'd estimate that someone will be out to see you within the next 24 to 48 hours. We'll work with you to get everything sorted out and get your store back to normal.

CLOSING

Agent: Just to summarize, Jessica, we've created ticket MEI-13724 for the break-in at your store. I'll make sure that our team is notified and we'll get someone out to see you soon.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, Jessica. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on this incident.

Agent: Have a great day, and thanks for shopping Meijer!