

Meijer Support Call Transcript — MEI-5932

Ticket ID:	MEI-5932	Priority:	Medium
Created:	2024-12-22 21:45:11	Status:	Closed
Store #:	135	Store:	Main Street, Hamilton
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	39.43126705, -84.59696564305804	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 Emily Williams, Front End Supervisor at the Main Street store in Hamilton.

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

Caller: Oh, you know, just trying to get through the holiday rush. We've got a bit of a situation I wanted to touch base with you about.

PROBLEM DESCRIPTION

Caller: So, we've had a suspected theft incident in our grocery department. One of our team members noticed that a display of coffee creamer was almost completely empty, and we're pretty sure it wasn't just a stocking issue.

Agent: Okay, that doesn't sound right. Can you tell me more about what you've seen? Was there any surveillance footage that caught anything suspicious?

Caller: (background noise of store announcements) Sorry, bear with me for a sec... Okay, yeah, we did review the footage, and it looks like someone might have been concealing items in a bag. We're not sure what the total loss is yet, but it's definitely a significant amount.

Agent: I see. And have you noticed any other issues in the store, like any other empty shelves or missing products?

Caller: Not that we've found so far, but we're still investigating. (pause) Oh, sorry, I've got a customer waiting... (briefly puts caller on hold)

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Emily, I'm back. So, just to summarize, we've got a suspected theft incident in the grocery department, and you're still investigating. I'm going to go ahead and create a ticket for this, which will be MEI-5932.

Caller: Sounds good, thanks.

Agent: Okay, so I've created the ticket. In terms of next steps, I recommend that you review your store's security protocols and make sure that all employees are aware of the situation. We'll also want to review the surveillance footage again and see if we can identify any suspects.

Caller: That makes sense. What's the timeline looking like for resolving this issue?

Agent: Well, since this is a medium-priority issue, we'll aim to have it resolved within the next 3-5 business days. I'll make sure to follow up with you by the end of the week to check on the status.

CLOSING

Agent: Just to summarize, Emily, we've created ticket MEI-5932 for the suspected theft incident in your grocery department. You'll review your security protocols and surveillance footage, and we'll follow up by the end of the week to check on the status.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Emily. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and happy holidays!

Caller: You too, thanks!