

Meijer Support Call Transcript — MEI-21220

Ticket ID:	MEI-21220	Priority:	Low
Created:	2025-07-21 16:18:16	Status:	Open
Store #:	69	Store:	Pickard Street, Mt. Pleasant
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	43.6146566, -84.76471484717975	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?

Robert Rodriguez: Hi Karen, this is Robert Rodriguez, Team Lead at the Pickard Street store in Mt. Pleasant.

Karen: Hi Robert, nice to talk to you. How's everything going up in Mt. Pleasant today?

Robert Rodriguez: It's going alright, just dealing with a little issue here. How about you?

PROBLEM DESCRIPTION

Robert Rodriguez: So, we've had a suspected theft in our electronics department. One of our team members noticed that a few items were missing from the shelf, and we're not sure what happened to them.

Karen: Okay, I see. Can you tell me more about what's missing? What kind of items are we talking about?

Robert Rodriguez: It looks like a few gaming consoles and some high-end headphones. We're still doing an inventory, but it looks like we're short about \$2,000 worth of merchandise.

Karen: Alright, that's a significant loss. Have you reviewed the security footage yet?

Robert Rodriguez: Yeah, we're working on that now. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the footage. We're still reviewing it, but so far, we haven't seen anything suspicious.

Karen: Okay, got it. And just to confirm, there aren't any vendors involved in this incident, correct?

TROUBLESHOOTING/RESOLUTION

Karen: Alright, Robert, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-21220. I'll make sure to prioritize it as a low-priority issue, but we'll still get it resolved for you.

Robert Rodriguez: Sounds good, thanks Karen.

Karen: In the meantime, I recommend that you continue to review that security footage and see if you can find any evidence of what might have happened to those items. If you need any assistance with that, just let me know.

Robert Rodriguez: Will do. What's the timeline looking like for getting this resolved?

Karen: We'll have someone follow up with you within the next 24 to 48 hours to discuss the next steps. We'll work with you to get to the bottom of this and prevent it from happening again in the future.

CLOSING

Karen: Just to summarize, Robert, we've created ticket MEI-21220 for the suspected theft in your electronics department. We'll follow up with you within the next 24 to 48 hours to discuss the next steps.

Robert Rodriguez: Sounds good, thanks Karen. I appreciate your help.

Karen: You're welcome, Robert. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and let's get this resolved for you.

Robert Rodriguez: You too, thanks again. Bye.

Karen: Bye, Robert.