

Meijer Support Call Transcript — MEI-18311

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| Ticket ID: | MEI-18311 | Priority: | Low |
| Created: | 2024-11-21 00:06:38 | Status: | Resolved |
| Store #: | 295 | Store: | N Morton St, Franklin |
| Category: | Loss Prevention | Type: | Employee Issue |
| Coordinates: | 39.5054483, -86.07334715626357 | 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 Michael Brown, Produce Manager at the N Morton St store in Franklin.

Agent: Hi Michael, 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're slammed with customers getting ready for Thanksgiving.

PROBLEM DESCRIPTION

Caller: So, I'm calling about an employee issue that's been going on. We've had some discrepancies with our inventory, and I think one of our team members might be involved.

Agent: Okay, can you tell me more about what's been going on? What kind of discrepancies are you seeing?

Caller: Well, we've had some produce go missing, and our shrink numbers are higher than usual. I've tried to review the footage, but it's hard to make out who's doing it. (background noise of store announcements) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, I think it might be one of our newer employees.

Agent: Okay, got it. Have you talked to the employee in question yet?

Caller: Not yet, I wanted to get your input before I do anything. We don't have any vendors involved, it's just an internal issue.

Agent: Alright, that helps to narrow it down. Can you tell me more about the missing produce? Is it just one type of item or is it across the board?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Michael, I think I understand the issue. I'm going to go ahead and create a ticket for this, which will be MEI-18311. I'll also send over some additional resources to help you investigate.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review your inventory procedures and make sure everyone is following protocol. We can also discuss some additional security measures to prevent this from happening in the future.

Agent: I'd like to get this resolved as soon as possible, so I'm going to prioritize this ticket. You should hear back from us within the next 24 hours with some next steps.

****CLOSING****

Agent: Just to summarize, Michael, we're going to create a ticket and send over some resources to help you investigate the employee issue. You'll hear back from us within the next 24 hours.

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

Agent: You're welcome, Michael. Your ticket number is MEI-18311, and I'll make sure to follow up with you tomorrow to check on the status. Have a great day, and happy Thanksgiving!

Caller: You too, thanks again!