

Meijer Support Call Transcript — MEI-3939

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| Ticket ID: | MEI-3939 | Priority: | Low |
| Created: | 2024-11-22 02:24:43 | Status: | Resolved |
| Store #: | 275 | Store: | W 24953 Lisbon, Pewaukee |
| Category: | Loss Prevention | Type: | Theft Incident |
| Coordinates: | 43.1102341, -88.2428911258394 | 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?

Samantha Martinez: Hi Karen, this is Samantha Martinez, Produce Manager at the Pewaukee store, number 275.

Karen: Hi Samantha, nice to talk to you. How's everything going up in Wisconsin today?

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

PROBLEM DESCRIPTION

Samantha Martinez: So, we've had a suspected theft incident in our grocery department. One of our team members reported that a display of organic granola bars was nearly empty, and we're pretty sure it wasn't just a stocking issue.

Karen: Okay, can you tell me more about what happened? Was there any surveillance footage or witnesses?

Samantha Martinez: (background noise) Hold on just a sec, Karen... (pause) Sorry about that. Yeah, we're reviewing the footage now, but it looks like it might have happened during a busy shift change. We didn't have any vendors in the area at the time, so it's likely internal.

Karen: Alright, got it. And when did this happen, approximately?

Samantha Martinez: It was sometime yesterday evening, between 5 and 7 pm. We're still trying to narrow down the exact time frame.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Samantha, I'm going to go ahead and create a ticket for this incident. That'll be MEI-3939. I'll make sure to note the details you provided.

Samantha Martinez: Sounds good, thanks Karen.

Karen: In the meantime, I recommend reviewing your store's security protocols and making sure all team members are aware of the incident. We'll also want to review that footage ASAP to see if we can identify any suspects.

Samantha Martinez: Absolutely, we're on it. What's the expected timeline for resolving this issue?

Karen: Well, since this is a low-priority ticket, I'd say we're looking at a few days to a week for a full investigation and resolution. But I'll make sure to keep you updated on our progress.

CLOSING

Karen: Just to summarize, Samantha, we've got a ticket open for the suspected theft incident in your grocery department, and we'll be reviewing the footage and security protocols. Your ticket number is MEI-3939.

Samantha Martinez: Got it, thanks Karen. I appreciate your help.

Karen: You're welcome, Samantha. If you have any further questions or concerns, don't hesitate to reach out. Have a great day, and let's get to the bottom of this!

Samantha Martinez: You too, thanks again!