

Meijer Support Call Transcript — MEI-24064

Ticket ID:	MEI-24064	Priority:	Medium
Created:	2024-09-30 16:37:31	Status:	In progress
Store #:	306	Store:	Schoenherr Rd, Warren
Category:	Loss Prevention	Type:	Break-in
Coordinates:	42.480261299999995, -82.98901269498923	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?

Michelle Rodriguez: Hi Karen, this is Michelle Rodriguez, Produce Manager at the Schoenherr Rd store in Warren.

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

Michelle Rodriguez: Oh, it's been a crazy morning, but I'm hoping you can help me with an issue we're having.

****PROBLEM DESCRIPTION****

Michelle Rodriguez: We had a break-in at our store last night, and I'm not sure what all was taken, but it looks like they got into our storage room.

Karen: I'm so sorry to hear that, Michelle. Can you tell me more about what happened? Did you notice anything unusual when you came in this morning?

Michelle Rodriguez: Well, our security team is reviewing the footage, but it looks like they came in through a side door. (background noise) Oh, sorry about that, I'm on the sales floor right now.

Karen: No worries, Michelle. So, just to clarify, you're saying that the break-in occurred sometime last night, and you're not sure what was taken yet?

Michelle Rodriguez: That's right. We're still assessing the damage, but it looks like they might have gotten into our inventory of produce and meat.

****TROUBLESHOOTING/RESOLUTION****

Karen: Okay, Michelle, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-24064. I'm going to prioritize this as medium, since it's a break-in, but I don't have any information that suggests it's an urgent safety issue.

Michelle Rodriguez: Okay, that sounds good.

Karen: In the meantime, I recommend that you review your security footage and take an inventory of what's missing. If you need any assistance with that, I can send someone over to help.

Karen: I'm expecting this to be resolved within the next 24-48 hours, depending on the complexity of the issue.

****CLOSING****

Karen: Just to summarize, Michelle, I've created ticket MEI-24064 for the break-in at your store, and I'll be following up with you within the next 24 hours to check on the status.

Michelle Rodriguez: Sounds good, Karen. Thanks for your help.

Karen: You're welcome, Michelle. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and I hope the rest of your morning goes smoothly.

Michelle Rodriguez: You too, thanks again.