

Meijer Support Call Transcript — MEI-14374

Ticket ID:	MEI-14374	Priority:	Low
Created:	2025-05-12 19:04:02	Status:	In progress
Store #:	318	Store:	Leavitt Rd, Lorain
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	41.419934299999994, -82.21220205676462	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?

Amanda White: Hi Karen, this is Amanda White, Store Manager at the Leavitt Rd, Lorain store. How's your day going so far?

Karen: It's going well, thanks for asking, Amanda. What can I help you with today?

Amanda White: Just dealing with the usual chaos of a Sunday afternoon, but I've got a situation I need some help with.

PROBLEM DESCRIPTION

Amanda White: We've had a suspected theft incident in our grocery department. One of our team members reported that a display of ground beef was tampered with, and it looks like some product is missing.

Karen: Okay, can you tell me more about what you mean by "tampered with"? Was the display damaged or just the product missing?

Amanda White: From what I've seen, it looks like the packaging was torn open and some of the product was removed. We're talking about a pretty significant amount of meat, too.

Karen: I see. And do you have any idea when this might have happened? Was it during a busy time of day?

Amanda White: It was probably during our afternoon rush, around 2 or 3 pm. We've been short-staffed in that department, so it's possible someone took advantage of the situation.

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

Amanda White: That's right, no vendors are involved. Just our internal team.

TROUBLESHOOTING/RESOLUTION

Karen: Alright, Amanda, I'm going to go ahead and review the details of this incident. I've got the ticket number as MEI-14374. Can you tell me if you've reviewed our loss prevention protocols recently?

Amanda White: Actually, we just had a refresher training last week, so our team is up to speed on the procedures.

Karen: Great, that's good to hear. Based on what you've told me, I'm going to recommend that we increase security presence in the grocery department, at least for the next few days.

Amanda White: That sounds like a good plan. What's the timeline looking like for resolving this issue?

Karen: I'd say we'll have a resolution within the next 3-5 business days. I'll make sure to follow up with you by Wednesday to check on the status.

****CLOSING****

Karen: Just to summarize, Amanda, we're going to increase security presence in the grocery department and follow up on this incident within the next 3-5 business days.

Amanda White: Sounds good, thanks for your help, Karen.

Karen: You're welcome, Amanda. Your ticket number is MEI-14374, and I'll make sure to keep you updated on our progress. Is there anything else I can help you with today?

Amanda White: No, that's all for now. Thanks again, Karen.

Karen: You're welcome, Amanda. Have a great day, and I'll talk to you soon.