

# Meijer Support Call Transcript — MEI-22418

Ticket ID:	MEI-22418	Priority:	High
Created:	2025-03-24 06:30:20	Status:	In progress
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	43.8259855, -83.00500495004522	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 Garcia, Front End Supervisor at the Pigeon Rd store in Bad Axe.

Agent: Hi Michael, nice to talk to you. How's everything going up in the Thumb today?

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I need some help with.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: So, we've got an employee who's been having some issues with their cash handling. We've had a few discrepancies in their till, and I'm not sure what's going on.

Agent: Okay, can you tell me more about that? What kind of discrepancies are we talking about?

Caller: Well, it's just been a few dollars here and there, but it's been consistent over the past few days. I've talked to the employee, but they're not sure what's going on either.

Agent: Alright, that's concerning. Have you reviewed the security footage at all?

Caller: (background noise) Oh, sorry about that, Karen. We've got a customer at the service desk. (pause) Yeah, I've taken a look at the footage, but I haven't seen anything suspicious.

Agent: Okay, got it. And just to confirm, this is the only employee we're talking about, right?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Michael, I'm going to go ahead and take a look at this. Since this is a high-priority issue, I want to make sure we get to the bottom of it ASAP. I see that you've already created ticket MEI-22418, so I'll go ahead and take a look at that.

Caller: Yeah, that's right. I just created it a few minutes ago.

Agent: Alright, I've got it pulled up. I'm going to go ahead and escalate this to our loss prevention team, and we'll get someone out to the store to take a look at the situation. In the meantime, can you please have the employee in question fill out an incident report?

Caller: Absolutely, I'll get that done right away.

Agent: Great, and I'll make sure to follow up with you by the end of the day to see how things are going.

### \*\*CLOSING\*\*

Agent: Just to summarize, Michael, we're going to have someone from loss prevention come out to the store to investigate the issue, and in the meantime, please have the employee fill out an incident report. Your ticket number is MEI-22418, and I'll be following up with you by the end of the day.

Caller: Sounds good, Karen. Thanks for your help.

Agent: You're welcome, Michael. We'll get this taken care of. Have a great day, and I'll talk to you soon.

Caller: You too, thanks. Bye.

Agent: Bye.