

Meijer Support Call Transcript — MEI-5143

Ticket ID:	MEI-5143	Priority:	Low
Created:	2025-02-17 22:13:04	Status:	Open
Store #:	236	Store:	M 72 E, Williamsburg
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	44.770551, -85.477381	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?

Elizabeth Harris: Hi Karen, this is Elizabeth Harris, Team Lead at store 236, M 72 E in Williamsburg.

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

Elizabeth Harris: Oh, you know, just trying to stay on top of things. We've got a pretty busy day with the snowstorm coming in.

PROBLEM DESCRIPTION

Elizabeth Harris: So, I'm calling about some suspicious activity we've had in the store. We've had a few reports of shoplifting in the last hour, and our cameras caught someone trying to conceal some merchandise in the clothing department.

Karen: Okay, can you tell me more about what you saw on the cameras? Was it a specific item they were trying to take?

Elizabeth Harris: Yeah, it looked like a few of our mPerks buy-one-get-one-free items. (background noise) Sorry, can you hold on just a sec, Karen? (pause) Okay, sorry about that. As I was saying, it looked like they were trying to take some of our sale items.

Karen: Alright, got it. And have you reviewed the footage to see if you can get a good description of the individual?

Elizabeth Harris: Not yet, we're still trying to get to that. We've been pretty short-staffed today with the weather.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Elizabeth, I'm going to go ahead and take a look at this. I've created ticket MEI-5143 for you. Can you tell me if you've had any other issues like this recently?

Elizabeth Harris: Actually, yes, we had a similar incident last week. We're not sure if it's related, but we're trying to get to the bottom of it.

Karen: Alright, I'm going to go ahead and escalate this to our loss prevention team. We'll get someone out to review the footage and see if we can identify the individual. In the meantime, I recommend increasing security presence in the clothing department, especially with the sale items.

Elizabeth Harris: That's a great idea, Karen. We'll get right on that.

CLOSING

Karen: Alright, Elizabeth, just to summarize, we've got ticket MEI-5143 open for the suspicious activity, and we'll have someone out to review the footage as soon as possible. You should hear back from us within the next 24 hours.

Elizabeth Harris: Sounds great, Karen. Thanks for your help.

Karen: You're welcome, Elizabeth. We'll get this taken care of for you. Have a great day, and stay warm out there!

Elizabeth Harris: You too, thanks again!