

Meijer Support Call Transcript — MEI-1401

Ticket ID:	MEI-1401	Priority:	Low
Created:	2024-11-28 19:55:45	Status:	Closed
Store #:	63	Store:	Little Mack Road, Roseville
Category:	Operational Issues	Type:	Staffing Shortage
Coordinates:	42.523309850000004, -82.9056769100557	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

****OPENING****

Agent: Thank you for calling Store Operations, my name is Karen. How can I help you today?

Caller: Hi Karen, this is Michael Davis, Department Manager at the Little Mack Road store in Roseville.

Agent: Hi Michael, how's your day going so far?

Caller: It's going alright, just trying to get through this evening rush.

****PROBLEM DESCRIPTION****

Caller: We're running a bit short-staffed at the front end and I was wondering if we could get some extra help. We need two additional cashiers for the evening shift.

Agent: Okay, can you tell me a little bit more about what's going on? How many lanes are you currently operating with?

Caller: We've got five lanes open right now, but we're expecting a big crowd coming in from the high school football game. (background noise) Sorry, bear with me for a sec... (pause) Okay, sorry about that. As I was saying, we're expecting a big crowd and I don't think we've got enough staff to handle it.

Agent: Alright, got it. And you're looking for two extra cashiers to help out for the rest of the evening shift?

Caller: That's right. We've already got our regular staff working, but it's just not enough to keep up with the demand.

Agent: Okay, I understand. Can you hold for just a minute while I check on some availability? (hold music plays for 88 seconds)

****TROUBLESHOOTING/RESOLUTION****

Agent: Alright, Michael, I'm back. I've checked on our staffing availability and it looks like we can get two extra cashiers to you within the next hour.

Caller: That would be great, thank you.

Agent: I'm going to go ahead and create a ticket for this, MEI-1401, so we can track the progress. I'll make sure to note that you need the extra staff ASAP.

Caller: Sounds good, thanks.

Agent: You should see the extra staff arrive within the next 45 minutes to an hour. In the meantime, can you try to adjust your lane assignments to make sure you're maximizing your current staff?

Caller: Yeah, we can do that.

****CLOSING****

Agent: Alright, Michael, just to summarize, I've created ticket MEI-1401 for the extra staffing request and you should see two additional cashiers arrive within the next hour.

Caller: Great, thanks Karen.

Agent: You're welcome, Michael. If you have any other issues or concerns, don't hesitate to reach out. Have a great rest of your evening and I hope the extra staff helps out.

Caller: Thanks, you too. Bye.

Agent: Bye, Michael.