

Meijer Support Call Transcript — MEI-17525

Ticket ID:	MEI-17525	Priority:	Medium
Created:	2024-05-20 07:14:38	Status:	In progress
Store #:	123	Store:	Fort Street, Southgate
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	42.19131975000005, -83.18472202534213	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 White, Grocery Manager at the Fort Street store in Southgate.

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

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Caller: So, we've had a suspected theft in our grocery department. One of our team members noticed that a display of chips was messed with and it looks like some product is missing.

Agent: Okay, can you tell me more about what you've seen? Was it just the chip display that was affected?

Caller: Yeah, that's what it looks like so far. We're still doing an inventory, but it seems like maybe a dozen bags of chips are gone. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the chips.

Agent: No problem, Michael. So, just to clarify, you don't think any vendors were involved in this incident?

Caller: No, doesn't seem like it. Just looks like someone might have helped themselves to some product.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Michael. I'm going to go ahead and take a look at this. I've got the ticket information right here... MEI-17525. I'm going to mark this as a medium priority, just to make sure we get someone out to take a look at your footage and do a more thorough investigation.

Caller: Sounds good, thanks Karen. What's the timeline looking like for getting someone out here?

Agent: Well, I'd say we can get someone out to you within the next 24 to 48 hours. In the meantime, can you please make sure to review your security footage and see if you can get any more information about what might have happened?

Caller: Absolutely, we'll get right on that.

CLOSING

Agent: Alright, Michael. Just to summarize, we've got a suspected theft in your grocery department and we're going to send someone out to investigate. Your ticket number is MEI-17525. I'll make sure to follow up with you tomorrow to see if we've made any progress.

Caller: Sounds great, thanks Karen. I appreciate your help.

Agent: No problem, Michael. You have a great day and we'll talk to you soon. Bye!