

Meijer Support Call Transcript — MEI-19530

Ticket ID:	MEI-19530	Priority:	High
Created:	2024-06-07 10:58:56	Status:	In progress
Store #:	223	Store:	Harrison Ave., Cincinnati
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	39.19466645, -84.65774293005995	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, Produce Manager at the Harrison Ave. store in Cincinnati.

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

Caller: It's going, just dealing with a bit of an issue. How about you?

PROBLEM DESCRIPTION

Caller: So, we've had a suspected theft incident in our grocery department. One of our team members noticed that a display of organic granola bars was almost completely empty, and we're not sure if it was shoplifted or just a stocking issue.

Agent: Okay, that doesn't sound right. Can you tell me more about what you've found out so far? (background noise of store announcements) Sorry, go ahead.

Caller: Yeah, so we've reviewed the footage, and it looks like someone might have taken a bunch of them around 9 pm last night. We're still trying to get to the bottom of it.

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

Caller: That's right, no vendors. Just our in-store stock.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Michael, I'm going to go ahead and escalate this ticket. We'll get someone out to review the footage and help you get to the bottom of this. I've created ticket MEI-19530 for this incident.

Caller: Appreciate it, Karen. We need to get this resolved ASAP.

Agent: Absolutely, I understand. I'm going to transfer you to our loss prevention specialist, who will work with you to review the footage and come up with a plan to prevent this from happening again.

Agent: (after brief hold) Okay, Michael, I've got John on the line now. He'll work with you to resolve this issue. We're looking at a timeline of about 24-48 hours to get everything sorted out.

CLOSING

Agent: Just to summarize, Michael, we've created ticket MEI-19530 for the suspected theft incident in your grocery department. John will be working with you to resolve the issue, and we'll follow up with you within the next 24-48 hours.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Michael. We appreciate your help in keeping our stores safe. If you have any other issues, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.