

Meijer Support Call Transcript — MEI-24597

Ticket ID:	MEI-24597	Priority:	Low
Created:	2025-01-30 09:37:58	Status:	Open
Store #:	168	Store:	Alexandria Pike, Cold Spring
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	38.9973021, -84.4215932343566	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 Matthew Smith, Department Manager at the Alexandria Pike store in Cold Spring.

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

Caller: It's going alright, just a little busy. We've got a situation I wanted to touch base with you about.

****PROBLEM DESCRIPTION****

Caller: We've had a suspected theft incident in our grocery department. One of our team members noticed that a display of ground beef was partially empty, and we're not sure if it was shoplifted or just misplaced.

Agent: Okay, can you tell me more about what happened? Was there any surveillance footage that caught anything?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. Yeah, we're reviewing the footage now, but it's not looking good. We're missing about 20 packs of ground beef.

Agent: That's a significant loss. Did anyone report seeing anything suspicious?

Caller: Not yet, but we're still investigating. We're also checking our inventory to see if it was just a mistake with the stockroom.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Matthew, I'm going to go ahead and review the details of this incident. I see that you've already created a ticket, MEI-24597. I'm going to add some notes to that ticket and we'll get started on looking into this further.

Caller: Great, thanks Karen. What's the next step?

Agent: Well, since this is a low-priority issue, we'll likely review the footage and do some additional investigation over the next few days. In the meantime, I recommend that you review your store's security protocols and make sure that all team members are aware of the incident.

Caller: Sounds good. What kind of timeline are we looking at for resolution?

Agent: We should have an update for you within 3-5 business days. If we need any additional information from you, we'll be in touch.

****CLOSING****

Agent: Just to summarize, Matthew, we've got the ticket created and we'll be reviewing the incident further. Your ticket number is MEI-24597, and we'll be in touch with an update soon.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, Matthew. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.