

Meijer Support Call Transcript — MEI-3022

Ticket ID:	MEI-3022	Priority:	Medium
Created:	2025-06-30 08:39:03	Status:	In progress
Store #:	325	Store:	Fulton Drive, Canton
Category:	Loss Prevention	Type:	Break-in
Coordinates:	40.84613375000001, -81.44253246577912	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 Jessica Miller, Front End Supervisor at the Fulton Drive store in Canton.

Agent: Hi Jessica, nice to talk to you. How's your day going so far?

Caller: It's going, just dealing with a bit of a situation here. We've had a break-in.

PROBLEM DESCRIPTION

Caller: Yeah, so it looks like someone broke into our store overnight. We're not sure what's missing yet, but we need some assistance with the investigation.

Agent: I'm so sorry to hear that, Jessica. Can you tell me more about what happened? What time did you discover the break-in?

Caller: We opened up at 7 am and that's when we noticed the damage. It looks like they came in through the rear door. (background noise) Oh, sorry about that, I'm just stepping away from the front end for a sec.

Agent: No worries, take your time. So, you're saying the rear door was compromised? Do you have any surveillance footage that might show what happened?

Caller: Yeah, we do. We're reviewing it now. (pause) Okay, I'm back. Sorry about that.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica. I'm going to go ahead and provide some initial guidance. Since this is a break-in, we'll need to involve our loss prevention team. I've already created a ticket for you, MEI-3022. We'll get someone out to your store ASAP to review the footage and assess the damage.

Caller: That sounds great, thank you. How soon can we expect someone to arrive?

Agent: We should have someone there within the next 2-3 hours. In the meantime, please make sure to secure the area and don't touch anything that might be considered evidence.

Caller: Will do. What about our daily operations? Should we continue with business as usual?

Agent: Yeah, go ahead and continue with your normal operations, but keep an eye on things and let us know if you notice anything else out of the ordinary.

CLOSING

Agent: Just to summarize, Jessica, we've got a ticket open for you, MEI-3022, and someone will be out to your store within the next few hours to assist with the investigation.

Caller: Sounds good, thank you for your help, Karen.

Agent: You're welcome, Jessica. We'll get this taken care of for you. If you have any other questions or concerns, don't hesitate to reach out. Have a great day and stay safe.

Caller: You too, thanks again.