

Meijer Support Call Transcript — MEI-3033

Ticket ID:	MEI-3033	Priority:	Low
Created:	2024-12-16 15:39:45	Status:	In progress
Store #:	325	Store:	Fulton Drive, Canton
Category:	Operational Issues	Type:	Staffing Shortage
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: Store Operations, this is Karen. How can I help you today?
Caller: Hi Karen, this is Jessica Lee, Produce Manager at the Fulton Drive store in Canton.
Agent: Hi Jessica, how's your day going so far?
Caller: It's been busy, but I'm managing. Just need some help with our evening shift.

****PROBLEM DESCRIPTION****

Caller: We're short-staffed and I need two additional cashiers for our evening shift. We're expecting a big rush with the holiday sales and I don't want our customers to have to wait in long lines.
Agent: Okay, Jessica. Can you tell me a little more about your current staffing situation? How many cashiers do you have on schedule for this evening?
Caller: (background noise of store announcements) Sorry, Karen. We've got five scheduled, but two called in sick and I haven't been able to find anyone to cover their shifts.
Agent: I see. And you're looking for two additional cashiers to help with the evening rush? What time were you looking to have them start?
Caller: We open at 6 AM, but our evening rush usually starts around 4 PM. If I could get them to start around 3:30, that would be great.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Jessica. I've created a ticket for you, MEI-3033. I'm going to go ahead and reach out to our staffing team to see what we can do to get you some additional help for this evening.
Caller: That would be great, thank you.
Agent: In the meantime, have you considered reaching out to any of your other team members to see if they can pick up an extra shift?
Caller: Yeah, I've already sent out a message to our team, but so far, no one's been able to cover.
Agent: Okay, no problem. I'll get our staffing team on it right away. We should be able to get you some help within the next hour or two.

****CLOSING****

Agent: Just to summarize, Jessica, I've created ticket MEI-3033 for your staffing shortage issue. I'll get our staffing team to work on finding you two additional cashiers for this evening. You should hear back from us within the next hour or two.

Caller: Sounds great, thank you Karen.

Agent: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. Have a great day and happy holidays!

Caller: You too, thanks again!