

# Meijer Support Call Transcript — MEI-19908

Ticket ID:	MEI-19908	Priority:	Low
Created:	2024-12-17 18:51:01	Status:	Closed
Store #:	160	Store:	S. Hurstbourne Pkwy, Louisville
Category:	Loss Prevention	Type:	Break-in
Coordinates:	38.187838549999995, -85.60795118726257	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 Sarah Miller, Store Manager at the S. Hurstbourne Pkwy location in Louisville.

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

Caller: Oh, you know, just trying to get through the holiday rush. But actually, we've got a bit of a situation on our hands.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: We had a break-in at our store last night, and we're going to need some assistance with the loss prevention side of things.

Agent: I'm so sorry to hear that, Sarah. Can you tell me more about what happened? Was anything taken?

Caller: (background noise) Yeah, it looks like they made off with some cash from the pharmacy and a few electronics from the electronics department. (pause) Sorry, can you hold on just a sec? (brief hold) Okay, sorry about that. Where was I? Ah yes, so we're looking at a pretty significant loss.

Agent: Okay, got it. And did you guys review the security footage yet?

Caller: Yeah, we took a look, and it looks like they came in through a side door. We're not sure how they got past the alarm, though.

Agent: Okay, that's helpful to know. And just to confirm, there aren't any vendors involved in this incident, correct?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Sarah, I'm going to go ahead and create a ticket for this incident. That'll be MEI-19908. I'm going to mark it as a low priority, but we'll still get someone out to you ASAP to review the security footage and help with the investigation.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, can you please make sure to secure the area where the break-in occurred and preserve any potential evidence?

Caller: Absolutely, we're on it.

Agent: Great. I'd expect someone to be out to your store within the next 24-48 hours to assist with the investigation.

### \*\*CLOSING\*\*

Agent: Just to summarize, Sarah, we've created ticket MEI-19908 for the break-in at your store, and we'll have someone out to assist with the investigation within the next 24-48 hours.

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

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

Caller: You too, thanks again!