

Meijer Support Call Transcript — MEI-5977

Ticket ID:	MEI-5977	Priority:	Low
Created:	2024-11-15 22:21:40	Status:	Resolved
Store #:	273	Store:	Lincoln Highway, Mokena
Category:	Loss Prevention	Type:	Break-in
Coordinates:	41.49943605, -87.89025984443204	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?

James Martin: Hi Karen, this is James Martin, Front End Supervisor at the Lincoln Highway store in Mokena.

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

James Martin: Oh, you know, just trying to get through the day. We've got a bit of a situation on our hands, though.

PROBLEM DESCRIPTION

James Martin: We had a break-in last night, and I'm not sure what all was taken, but it looks like they got into our pharmacy area.

Karen: I'm so sorry to hear that, James. Can you tell me more about what happened? Did you guys have any alarms go off or cameras catch anything?

James Martin: Yeah, our alarms did go off, and we've got some footage, but I haven't had a chance to review it all yet. (background noise) Sorry, bear with me for a sec... (pause) Okay, sorry about that. Like I was saying, it looks like they got into our pharmacy area, and we're missing some prescription meds.

Karen: Okay, got it. And do you have any idea how they got in or if there's any damage to the store?

James Martin: From what I can tell, they broke a window in the back, and it looks like they used some kind of tool to pry open the pharmacy door.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, James, I'm going to go ahead and create a ticket for this, MEI-5977. I'm going to mark it as a priority low, but I want to make sure we get someone out to you ASAP to review the footage and assess the damage.

James Martin: Sounds good, thanks Karen.

Karen: In the meantime, can you please make sure to secure the area and get a list of what's missing? We'll get our loss prevention team to review the footage and work with you to get everything sorted out.

James Martin: Will do. What's the timeline looking like for getting someone out here?

Karen: I'd say within the next 24-48 hours, depending on our team's schedule. I'll make sure to keep you updated, though.

CLOSING

Karen: Just to recap, James, I've created ticket MEI-5977 for the break-in at your store, and we'll have someone out to you within the next 24-48 hours to review the footage and assess the damage.

James Martin: Sounds good, thanks Karen. I appreciate your help.

Karen: No problem, James. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

James Martin: You too, thanks again.