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# Customer Service Vendor Risk Assessment

**FICTIONAL EXAMPLE FOR ILLUSTRATION. NAMES, ADDRESSES AND NUMBERS ARE INVENTED.**

Assess the current situation, identify gaps and prioritize practical actions. Support ratings with observations rather than assumptions.

## Contact and reference

**Organization using this document**

Maple Street Community Center

**Your name or contact reference ***

Alex Rivera

**Email for a reply if needed**

alex.rivera@example.com

## Information for this document

**Area or process being assessed ***

Covers the weekend youth program at the main hall from 1 to 14 November, including set-up and clean-up.

**Current situation and evidence ***

Photos of the entrance (3), the November sign-in sheets and the maintenance ticket MT-2026-0142.

**Desired outcome or standard ***

Reach more local families this year and support a youth reading program with visible community results.

**Most important gap or concern ***

(Free-text answer - not filled in for this example)

**Likelihood of the concern occurring ***

Medium

**Potential impact ***

Limited

**Recommended action and owner ***

Replaced the faulty door latch on 14 November; next review of the entrance checklist is due 1 December.

**Next review date**

November 14, 2026

## Specific details

**Vendor service and operational dependency**

Complete when relevant to this request.

Operations

### Evidence of reliability continuity information handling and open issues

Photos of the entrance (3), the November sign-in sheets and the maintenance ticket MT-2026-0142.

## Operating context

### Organization branch or team concerned

Complete when relevant to this request.

Maple Street Community Center

### Local requirements and constraints relevant to this document

(Free-text answer - not filled in for this example)

## Team specific details

### Customer service team queue or case reference

Complete when relevant to this request.

Operations

### Response expectations escalation route and customer handover needs

(Free-text answer - not filled in for this example)

## Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

### Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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