Klarstig

Hands-on Science Centre - Service Recovery Follow-up

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

Check whether an agreed service correction addressed the reported problem. Setting: Hands-on Science Centre.

Contact and reference

Name or team reference
Alex Rivera

Reply email, if needed
alex.rivera@example.com

Date of record *
November 14, 2026

Service Recovery Follow-up

Earlier issue or case reference *
Operations

Correction that was agreed and delivered *
(Free-text answer - not filled in for this example)

What now works and what remains unresolved *
(Free-text answer - not filled in for this example)

Preferred next contact or practical follow-up
(Free-text answer - not filled in for this example)

Hands-on Science Centre

Demonstration session and exhibit station *
(Short answer - not filled in for this example)

Experiment kit, consumable pack or exhibit component *
(Short answer - not filled in for this example)

Facilitator briefing, reset steps or visitor-flow needs
Replaced the faulty door latch on 14 November; next review of the entrance checklist is due 1 December.

Ownership and follow-up

Team or role responsible for the next action
Program coordinator

Target follow-up date

November 14, 2026

Current state of this record *

Open for review

Next action and completion evidence

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

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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