

Independent Bookshop - 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: Independent Bookshop.

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 *

REF-2026-0143

Correction that was agreed and delivered *

Two to three sentences describing the situation, what has already been tried and what outcome is needed, so the reviewer can act without follow-up questions.

What now works and what remains unresolved *

Two to three sentences describing the situation, what has already been tried and what outcome is needed, so the reviewer can act without follow-up questions.

Preferred next contact or practical follow-up

Two to three sentences describing the situation, what has already been tried and what outcome is needed, so the reviewer can act without follow-up questions.

Independent Bookshop

Book section, order batch or reading event *

Example answer

Title, edition or stock reference involved *

Program coordinator

Shelving order, reserved copies or event-table needs

Two to three sentences describing the situation, what has already been tried and what outcome is needed, so the reviewer can act without follow-up questions.

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.

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