

Independent Museum - 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 Museum.

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 Museum

Gallery, display case or visitor session reference *

REF-2026-0147

Display material or internal object reference *

REF-2026-0148

Object handling, label positioning or gallery flow constraints

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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