Klarstig

# Procurement Hospitality Customer Incident Report

Record the facts of an incident as soon as practical. Separate what you directly observed from information reported by others.

## Contact and reference

**Organization using this document**

**Your name or contact reference ***

**Email for a reply if needed**

## Information for this document

**Date of incident ***

**Time and time zone**

**Location ***

**What happened in chronological order ***

**People property or operations affected ***

**Immediate action already taken ***

### Witnesses or evidence references

### Unresolved concerns and follow up needed

## Specific details

### Customer relationship or transaction reference

Complete when relevant to this request.

### Product service or interaction that explains this request

## Operating context

### Property department or booking reference

Complete when relevant to this request.

### Guest timing service areas capacity and practical arrangements

## Team specific details

### Sourcing request supplier or purchasing owner

Complete when relevant to this request.

### Specifications alternatives approval limits and delivery requirements

## 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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