

# Walking Tour Operator - 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: Walking Tour Operator.

## 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.

## Walking Tour Operator

### Tour route and departure reference \*

REF-2026-0147

### Guide pack, stop location or group marker involved \*

Main hall, Room 2

### Walking pace, route diversion or meeting-point visibility

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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