

# Premium Resort

## Service Recovery Action Plan

### Incident Summary

Date \_\_\_\_\_

Location/Department \_\_\_\_\_

Guest Name \_\_\_\_\_

Staff Involved \_\_\_\_\_

Brief Description \_\_\_\_\_

### Root Cause Analysis

- \_\_\_\_\_
- \_\_\_\_\_

### Immediate Recovery Actions

- \_\_\_\_\_
- \_\_\_\_\_

### Long-Term Preventive Measures

- \_\_\_\_\_
- \_\_\_\_\_

### Guest Communication Plan

- Apology Delivered:  Yes  No
- Compensation/Resolution Offered: \_\_\_\_\_
- Follow-up Required:  Yes  No

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Manager Approval