# Service Follow-Up Checklist

*This document outlines the essential follow-up steps that must be completed after handling a customer service case. It ensures consistency, accountability, and high service quality in ongoing customer relations.*

## Customer Information

* **Customer Name:** {customerName}
* **Case ID:** {caseId}
* **Service Representative:** {serviceRep}
* **Date of Initial Contact:** {initialContactDate}

## Follow-Up Evaluation

|  |  |  |
| --- | --- | --- |
| **Checklist Item** | **Completed** | **Notes** |
| {#followUpItems}{item} | {completed} | {notes}{/followUpItems} |

## Customer Feedback

{^hasFeedback}No customer feedback was provided.{/hasFeedback}

{#hasFeedback}**Was feedback positive?** {positiveFeedback}  
**Feedback Summary:**  
*{feedbackSummary}*{/hasFeedback}

## Next Steps

{^hasNextSteps}No immediate next steps required.{/hasNextSteps}

{#hasNextSteps}

1. {step}

{/hasNextSteps}

## Internal Notes

*{internalNotes}*

Final Review Completed By:**{reviewerName}** on **{reviewDate}**