RETAIL · REPAIR REQUEST

Retail maintenance request form

Describe the fault. Show the impact. Give the repair team a clear starting point.

> For an immediate concern, follow the store response procedure and contact the responsible person. This form is a record, not an emergency alert or work authorization.

1 Store and reporter

REQUEST REFERENCE
Use the same reference on both pages

STORE / BRANCH
Name and number

STORE ADDRESS / DIRECTORY REFERENCE
Enough detail to find the correct branch

REPORTED DATE AND TIME
Month / day / year; time and zone

REPORTED BY
Name and role

CONTACT ROUTE
Approved work phone, email or directory reference

2 Fault and operational impact

EXACT LOCATION
Room, aisle, bay or other identifier

ASSET ID / DESCRIPTION
If unknown, describe the item

WHAT WAS OBSERVED?
Symptom or exact error message; do not guess the cause

FIRST NOTICED
Use Month / day / year; say if start is unknown

CONTINUING / INTERMITTENT / UNKNOWN
Describe only what was observed

OPERATIONAL IMPACT / IMMEDIATE CONCERN
What is unavailable or disrupted? Who has been contacted?

ACTION ALREADY TAKEN
Record actions under store procedure; not a technical repair instruction

3 Evidence and access

EVIDENCE / RELATED RECORD REFERENCES
Keep photos in approved records; exclude personal and sensitive data

PROPOSED ACCESS AND SITE CONTACT
Window, time zone and named contact; no alarm codes or keys

RETAIL · REPAIR REQUEST · CONTINUED

Review and follow-up

Coordinator use: assign the next action and keep the request open until resolved.

REQUEST REFERENCE
Same value on both pages

1 Coordinator review

RECEIVED / REVIEWED BY
Named coordinator

RECEIVED DATE AND TIME
Month / day / year; time and zone

CONFIRMED PRIORITY
Use retailer rules; pending if not assessed

ASSESSMENT AND NEXT ACTION
Accepted, more information needed, duplicate or other decision; explain

NEXT ACTION OWNER
Named person responsible for progress

NEXT UPDATE DUE
Date, time and zone; not the repair deadline

2 Authorized work and access

LINKED WORK ORDER
Add after authorization; pending if none

ASSIGNED PROVIDER / CONTACT
Named person or service company

CONFIRMED VISIT / COMPLETION COMMITMENT
State whether visit, update or completion; not booked if unconfirmed

3 Outcome and closure

WORK COMPLETED / SERVICE REPORT
What was done, when and report reference; leave open until completed

VERIFICATION / RETURN-TO-USE CONFIRMATION
Who confirmed the result, date, time and evidence; leave open until confirmed

REMAINING WORK / NEXT UPDATE
Owner and next update for unresolved work; or none

An update deadline is not a repair deadline. A visit alone does not confirm that the fault is resolved.

Free to use inside your company. To share publicly, link to getbitreport.com/blog/retail-maintenance-request-form/