

Review of: "Two New Gaps for SERVQUAL"

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Potential competing interests: No potential competing interests to declare.

The article presents an extension of the SERVQUAL Gap model with 2 more gaps: (6) client promises do not match delivery and (7) value co-creation fails.

Some critical - constructive remarks are given:

- References range between 1984 and 2014, and one Servqual search in Google 2021 : quite old; some updated references may be valuable;
- The article appears as a simple communication of adding two more gaps, no justification of the need for updating, no validation of the added gaps, no examples : more consistency may be valuable, too.

Good continuation! Thank you for the opportunity to review!