

Review of: "Two New Gaps for SERVQUAL"

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Potential competing interests: No potential competing interests to declare.

1. The paper is well-written; however, it lacks review by native language experts.
2. Research methodology needs to be included.
3. A discussion section needs to be added, describing the contribution and comparison with other similar works, if any.
4. The authors must highlight future work as a guideline for further research in this domain.