

Review of: "Two New Gaps for SERVQUAL"

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Potential competing interests: No potential competing interests to declare.

This manuscript presents a very interesting idea, and I strongly agree that the current SERVQUAL model is not yet able to holistically describe the quality conditions of a system. However, the authors should add more recent literature to understand the current state of the art of the SERVQUAL model. Moreover, I believe that this idea has a significant contribution in the field of quality management. Thus, the authors should explain the contribution of this research not only theoretically, but also practically. Clearer and more detailed conclusions also need to be presented, especially regarding limitations and potential for future research. I am looking forward to more comprehensive writing. Good luck.