

Review of: "Two New Gaps for SERVQUAL"

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Potential competing interests: No potential competing interests to declare.

Abstract doesn't mention methodology, contribution, and significance of the paper. Literature review is very outdated.

There are no recent authors included in the litreview. Two new gaps need more theoretical underpinning.

Qeios ID: QBYMXY · https://doi.org/10.32388/QBYMXY