Review of: "Two New Gaps for SERVQUAL"

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The material is interesting because it brings a new (let's say) perspective on an already well-known methodology... which is also its biggest problem:

- The average age of literature references, which is less than thirty - for a review paper, or whatever, there is little material of this type, is about twenty years. Expansions and updates are also needed...

- The material in front of me is essentially a brief presentation of two additional gaps in the application of the SERQUAL Gap model, without any special explanations or attempts to prove it. I find it interesting, but...

- I would like to see some verification, some application, something... The material seems unfinished, compared to what it deals with.