

Peer Review

Review of: "Estimating Potential Demand and Customers' Perception of Service Value in a Two-station Service System"

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The paper is well-written and contains very interesting results, good work! I only have a few suggestions for possible improvement:

1. At first reading, I got a bit confused about which parts are random and which are not. For example, is the arrival station random? If yes, what is the distribution? Maybe some clarifying sentences could be helpful for the reader.
2. It might make the reading easier if one would state the result on the likelihood as a theorem/proposition and then use a proof environment.

Declarations

Potential competing interests: No potential competing interests to declare.