

## Review Form 1.7

Journal Name:	Asian Research Journal of Arts & Social Sciences
Manuscript Number:	Ms_ARJASS_115413
Title of the Manuscript:	AN ASSESSMENT OF GUEST SATISFACTION OF SERVICE QUALITY IN SELECTED 2-STAR HOTELS IN TAKORADI
Type of the Article	

### PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
<b>Compulsory</b> REVISION comments  1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript)  2. Is the title of the article suitable? (If not please suggest an alternative title)  3. Is the abstract of the article comprehensive?  4. Are subsections and structure of the manuscript appropriate?  5. Do you think the manuscript is scientifically correct?  6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.  <u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u>	<p>This article discusses a topic that has been frequently researched but is still very important because it talks about customer satisfaction, so it is sustainable. Research must continue to be carried out on an ongoing basis.</p> <p>Yes, the title of the article is suitable</p> <p>No, explanations regarding data analysis methods and research results are still unclear</p> <p>Yes</p> <p>Yes, that is true, but it is too simple in processing the data and the objectives to be achieved in this research. It should be further deepened, for example calculating how big the influence of service is on satisfaction by calculating through linear regression using SPSS or smart PLS software</p> <p>Yes</p>	<p>Thank you for the comment The data analysis has been updated</p> <p>The liner regression has been calculated using SPSS regarding the influence of service on satisfactory</p>
<b>Minor</b> REVISION comments  1. Is language/English quality of the article suitable for scholarly communications?	Yes	
<b>Optional/General</b> comments	This article is quite good, but the discussion is too simple so it doesn't provide much benefit for readers	

### PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	<u>(If yes, Kindly please write down the ethical issues here in details)</u>	No ethical issues