

## 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)
<p><b><u>Compulsory</u></b> REVISION comments</p> <p>1. <b>Is the manuscript important for scientific community?</b> (Please write few sentences on this manuscript)</p> <p>2. <b>Is the title of the article suitable?</b> (If not please suggest an alternative title)</p> <p>3. <b>Is the abstract of the article comprehensive?</b></p> <p>4. <b>Are subsections and structure of the manuscript appropriate?</b></p> <p>5. <b>Do you think the manuscript is scientifically correct?</b></p> <p>6. <b>Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.</b></p> <p><b><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></b></p>	<p>1. <b>Yes, as it will improve the service quality in 2 star hotels.</b></p> <p>2. <b>Yes, The title is clear and straightforward, indicating the primary objective of the study – assessing guest satisfaction with service quality.</b></p> <p>3. <b>Yes, the article provides a comprehensive overview of the study, covering key aspects such as background, objectives, methodology, finding and implications.</b></p> <p>4. <b>Yes, the manuscript follows a logical structure typical of academic research papers.</b></p> <p>5. Yes, the manuscript contain of various aspects, including the research design, methodology, data analysis, interpretation of findings, and adherence to ethical standards.</p> <p>6. the number of references provided is limited, and it's unclear whether they cover a comprehensive range of relevant literature</p>	<p>Thank you for the comment.</p> <p>The references has been updated after editing the manuscript</p>
<p><b><u>Minor</u></b> REVISION comments</p> <p>1. <b>Is language/English quality of the article suitable for scholarly communications?</b></p>	<p>The language and English quality of the article are generally suitable for scholarly communication, but there are areas for improvement to enhance clarity, coherence, and professionalism</p>	
<p><b><u>Optional/General</u></b> comments</p>	<p>Overall, this abstract provides a comprehensive overview of the study's objectives, methodology, findings, and implications for improving service quality in 2-star hotels in Takoradi. It effectively highlights the importance of service quality in enhancing guest satisfaction and loyalty in the hospitality industry.</p>	

## PART 2:

	<b>Reviewer's comment</b>	<b>Author's comment</b> (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>Are there ethical issues in this manuscript?</b>	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	There are no ethical issues