

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)
Compulsory 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. (Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)	 1. Yes, as it will improve the service quality in 2 star hotels. 2. Yes, The title is clear and straightforward, indicating the primary objective of the study – assessing guest satisfaction with service quality. 3. Yes, the article provides a comprehensive overview of the study, covering key aspects such as background, objectives, methodology, finding and implications. 4. Yes, the manuscript follows a logical structure typical of academic research papers. 5. Yes, the manuscript contain of various aspects, including the research design, methodology, data analysis, interpretation of findings, and adherence to ethical standards. 6. the number of references provided is limited, and it's unclear whether they cover a comprehensive range of relevant literature	
Minor REVISION comments 1. Is language/English quality of the article suitable for scholarly communications?	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	
Optional/General comments	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.	

Review Form 1.7

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?	(If yes, Kindly please write down the ethical issues here in details)	

Reviewer Details:

Name:	Sri Endah Yuwantiningrum
Department, University & Country	Institute Business and Informatica, Indonesia