

Review Form 3

Journal Name:	Asian Journal of Education and Social Studies
Manuscript Number:	Ms_AJESS_126966
Title of the Manuscript:	Exploring The Effect of Reliability and Responsiveness on Customer Satisfaction at Kadron Photography
Type of the Article	Original Research Article

PART 1: Review Comments

Compulsory REVISION comments	Reviewer's comment	Author's Feedback (Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Please write a few sentences regarding the importance of this manuscript for the scientific community. Why do you like (or dislike) this manuscript? A minimum of 3-4 sentences may be required for this part.	The manuscript important for scientific community	
Is the title of the article suitable? (If not please suggest an alternative title)	Yes	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	Yes	
Are subsections and structure of the manuscript appropriate?	yes	
Please write a few sentences regarding the scientific correctness of this manuscript. Why do you think that this manuscript is scientifically robust and technically sound? A minimum of 3-4 sentences may be required for this part.	This article is crucial since businesses have to start considering the value of customer service more carefully through bettering service quality since it is now clearly understood that survival in business and winning competition depend on the quality of the services provided.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form. :-	no, more updated references are needed such as: 1- HASHEM, T. N. (2024). An Analysis of the Correlation Between Shopping Benefits, Customer Satisfaction, and Customer Loyalty in Retail Stores. <i>Proceedings of IAC in Prague 2024</i> , 17. 2- Hashem, T. N., & Hamdan, F. I. (2017). Measuring service quality level in the Jordanian telecommunication sector from its customers' perspective using the SERVPERF scale. <i>European Journal of Business and Social Sciences</i> , 5(12), 15-27. 3- Hashem, T. N. (2015). The impact of quality of services in the car rental companies on customer satisfaction. <i>Journal of International Scientific Publications</i> , 9(1), 494-502. 4- Hashem, T. N. (2018). The flower of service concept and its influence on the customer satisfaction: case study of Jordanian private hospitals sector. <i>International Journal of Business and Management</i> , 13(2), 122-137. 5- Hashem, T. N., Suleiman, S., Suleiman, A., & SULEIMAN, O. (2018). Exploring the gap between the perceived and expected quality levels of the health care services provided by Jordanian dental clinics. <i>International Journal of Business and Economic</i>	

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	Affairs, 3(2).	
Minor REVISION comments		
Is the language/English quality of the article suitable for scholarly communications?	yes	
Optional/General comments		

PART 2:

	Reviewer's comment	Author's comment <i>(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)</i>
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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