

Review Form 3

Journal Name:	Asian Journal of Education and Social Studies
Manuscript Number:	Ms_AJESS_126495
Title of the Manuscript:	Will Machines Replace Humans in the Hospitality Business?
Type of the Article	

PART 1: Review Comments

Compulsory REVISION comments	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
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.		
Is the title of the article suitable? (If not please suggest an alternative title)		
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.		
Are subsections and structure of the manuscript appropriate?		
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.		
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.		

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<p>Minor REVISION comments</p> <p>Is the language/English quality of the article suitable for scholarly communications?</p>		
<p><u>Optional/General</u> comments</p>	<p>Based on the content of the thesis "Will Machines Replace Humans in the Hospitality Business?" here is a point-wise review, along with suggestions for improvement:</p> <ol style="list-style-type: none"><p>Review: The introduction effectively outlines the importance of human interaction in hospitality, while contrasting it with recent advancements in artificial intelligence and automation. It provokes thought on how technological progress may alter this integral aspect of the industry.</p><p>Suggestions: Include additional recent data from the sector that highlights adoption rates for AI solutions to emphasize the pressing need to understand evolving customer preferences. Quantitative evidence would strengthen the case for this timely research.</p><p>Review: The literature analysis provides a comprehensive overview of the relevant scholarly works addressing technological shifts and their impact on hospitality. From automation transforming traditional service roles to AI reshaping consumer expectations, the review explores emerging trends with care.</p><p>Suggestions: Reorganizing the content thematically could aid navigation for readers. For instance, grouping sources according to how they examine automation, AI-powered service, or economic effects may enhance clarity. Tables or visuals summarizing key insights from important studies could also help digestion of the dense information presented.</p><p>Review: The findings explore the operational advantages provided by technology while emphasizing the irreplaceable role of human interactions in hospitality.</p><p>Suggestions: Developing a table contrasting AI's capabilities and limitations for distinct hospitality tasks could fortify arguments regarding technology's inability to effectively mimic all human functions through a visual format.</p><p>Review: References appear comprehensive, covering relevant studies in hospitality, AI, and service automation.</p><p>Suggestions: Check for any inconsistencies in formatting or outdated references. Ensuring that the most recent studies on AI and robotics in hospitality are included would strengthen the review's relevance.</p><p>Streamlining sentence structure and refining word choice might heighten comprehension.</p>	

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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>	

Reviewer Details:

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