

Paper: “The Effect of Immigrant Customer Service Representatives’ (ICSRs) Accents on Customers’ Experience and Satisfaction”

Submitted: 14 June 2023

Accepted: 19 July 2023

Published: 31 July 2023

Corresponding Author: Anthony U. Utulu

Doi: [10.19044/esj.2023.v19n19p66](https://doi.org/10.19044/esj.2023.v19n19p66)

Peer review:

Reviewer 1: Blinded

Reviewer 2: Elisa Rancati
University of Milano-Bicocca, Italy

Reviewer 3: Blinded

ESJ Manuscript Evaluation Form 2023

This form is designed to summarize the manuscript peer review that you have completed and to ensure that you have considered all appropriate criteria in your review. Your review should provide a clear statement, to the authors and editors, of the modifications necessary before the paper can be published or the specific reasons for rejection.

Please respond within the appointed time so that we can give the authors timely responses and feedback.

NOTE: ESJ promotes peer review procedure based on scientific validity and technical quality of the paper (not perceived the impact). You are also not required to do proofreading of the paper. It could be recommended as part of the revision.

ESJ editorial office would like to express its special gratitude for your time and efforts. Our editorial team is a substantial reason that stands ESJ out from the crowd!

Reviewer Name: ELISA RANCATI	
University/Country: university of milan-bicocca	
Date Manuscript Received: 05/07/2023	Date Review Report Submitted: 11/07/2023
Manuscript Title: The Effect of Immigrant Customer Service Representatives' (ICSRs) Accents on Customers' Experience and Satisfaction	
ESJ Manuscript Number: 62.06.2023	
You agree your name is revealed to the author of the paper: Yes	
You approve, your name as a reviewer of this paper, is available in the "review history" of the paper: Yes	
You approve, this review report is available in the "review history" of the paper: Yes	

Evaluation Criteria:

Please give each evaluation item a numeric rating on a 5-point scale, along with a thorough explanation for each point rating.

<i>Questions</i>	<i>Rating Result</i>
	[Poor] 1-5 [Excellent]

1. The title is clear and it is adequate to the content of the article.	5
2. The abstract clearly presents objects, methods and results.	4
<i>(Please insert your comments)</i>	
3. There are few grammatical errors and spelling mistakes in this article.	4
<i>(Please insert your comments)</i>	
4. The study methods are explained clearly.	3
<i>(Please insert your comments)</i>	
5. The results are clear and do not contain errors.	4
<i>(Please insert your comments)</i>	
6. The conclusions or summary are accurate and supported by the content.	5
<i>(Please insert your comments)</i>	
7. The references are comprehensive and appropriate.	5
<i>(Please insert your comments)</i>	

Overall Recommendation (mark an X with your recommendation) :

Accepted, no revision needed	x
Accepted, minor revision needed	
Return for major revision and resubmission	
Reject	

Comments and Suggestions to the Author(s):

Comments and Suggestions to the Editors Only:

ESJ Manuscript Evaluation Form 2023

This form is designed to summarize the manuscript peer review that you have completed and to ensure that you have considered all appropriate criteria in your review. Your review should provide a clear statement, to the authors and editors, of the modifications necessary before the paper can be published or the specific reasons for rejection.

Please respond within the appointed time so that we can give the authors timely responses and feedback.

NOTE: ESJ promotes peer review procedure based on scientific validity and technical quality of the paper (not perceived the impact). You are also not required to do proofreading of the paper. It could be recommended as part of the revision.

ESJ editorial office would like to express its special gratitude for your time and efforts. Our editorial team is a substantial reason that stands ESJ out from the crowd!

Date Manuscript Received: 10.07.2023	Date Review Report Submitted: 16.07.2023
Manuscript Title: The Effect of Immigrant Customer Service Representatives' (ICSRs) Accents on Customers' Experience and Satisfaction	
ESJ Manuscript Number:	
You agree your name is revealed to the author of the paper: No	
You approve, your name as a reviewer of this paper, is available in the "review history" of the paper: No	
You approve, this review report is available in the "review history" of the paper: Yes	

Evaluation Criteria:

Please give each evaluation item a numeric rating on a 5-point scale, along with a thorough explanation for each point rating.

<i>Questions</i>	<i>Rating Result</i> [Poor] 1-5 [Excellent]
1. The title is clear and it is adequate to the content of the article.	4
<i>The title determined by the author gives information about the whole study. comments</i>	

2. The abstract clearly presents objects, methods and results.	4
<i>The author gave sufficient information about the methodology of his study in the abstract.</i>	
3. There are few grammatical errors and spelling mistakes in this article.	4
<i>The language of the study is written in a clear and understandable way.</i>	
4. The study methods are explained clearly.	5
<i>The author clearly and comprehensibly stated the methodology used in the study.</i>	
5. The results are clear and do not contain errors.	5
<i>The results of the study are consistent.</i>	
6. The conclusions or summary are accurate and supported by the content.	5
<i>The conclusion and recommendations of the study support the study and do not contain contradictions.</i>	
7. The references are comprehensive and appropriate.	4
<i>In the study, basic and current sources were used.</i>	

Overall Recommendation (mark an X with your recommendation) :

Accepted, no revision needed	X
Accepted, minor revision needed	
Return for major revision and resubmission	
Reject	

Comments and Suggestions to the Author(s):

A qualitative study can be supported by a quantitative study. When we read the title of the study, we can predict the result. The study could have been enriched by producing some sophisticated variants.

Comments and Suggestions to the Editors Only: