



# International Foundation for Research and Development

6th International Conference on Economics and Social Sciences  
(ICESS-2015)  
Surabaya, Indonesia, February 14-15, 2015

Dated: December 04, 2014

Dr. Rr. DYAH EKO SETYOWATI, IR. SRI PURWATI  
Stie Bisnis Indonesia Jakarta

Ref: ICESS-15-717

Subject: Acceptance Letter

Dear Sir (s)/Madam (s)

Congratulations! We are pleased to inform you that based on peer review process your submission entitled: **Analysis Of Service Quality On Customer Satisfaction (Study At Warung Ampera, Sunda Restaurant)** has been accepted for oral presentation at 6th International Conference on Economics and Social Sciences (ICESS-2015). Conference will be held in collaboration with Dr Soetomo University, Surabaya at Tunjungan Hotel, Surabaya, Indonesia on February 14-15, 2015. On behalf of International Foundation for Research and Development (IFRD), we invite you to attend the conference and present your paper. Date and time of your session will be emailed to you approximately four weeks prior to the conference.

Please complete following steps at your earliest to get benefit of early bird registration.

- Fill in the attached registration form and submit your registration fee.
- Each attending participant must complete a separate registration form and submit required registration fee.
- Submit your revised paper according to suggestions of the reviewers and author guidelines.

Please feel free to contact us if you have any query through email by mentioning your manuscript number, we will be happy to assist you. We are looking forward to meet you in fabulous Surabaya.

Sincerely Yours,



Conference Chair  
Dr. Wiwiek Harwiki



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## Reviewers Report

Manuscript No.: ICES-15-717

Manuscript Title: **Analysis Of Service Quality On Customer Satisfaction (Study At Warung Ampera, Sunda Restaurant)**

Evaluation of the Paper: (1 = excellent) (2 = good) (3 = appropriate) (4 = average) (5 = poor)

Rationale of the Study	1
Title of the Study	1
Abstract	2
Introduction	
Literature Review	
Methodology	
Results and Discussion	
Conclusion and Recommendations	
References	
Technical Quality and Originality	2
Report Writing and Presentation	3

Recommendations: (Mark with √)

Accept without revision:	
Requires minor revision:	√
Requires moderate revision:	
Requires major revision:	
Reject submission:	

Additional Comments (if any):

- Provide complete references at the end only for running text citation
- Running text citation should be given properly
- Accepted paper should be formatted using single space, font Cambria, font size 8 and maximum 8-10 single space pages in single column in MS Word format.



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