International Journal of Service Management and Sustainability (IJSMS)

Author Guidelines

Submission of manuscript to the journal is welcomed at any time of the year. Submission should adhere to our guidelines (see the Manuscript Preparation below). Authors should submit their original work with intellectual integrity. If the works/words of others are used, they must be appropriately cited. The manuscript submitted should not have been published before in their current or substantially similar form, or be under consideration for any other publication(s) at the same time. The journal is published twice a year (June & December).

Manuscript Preparation

- IJSMS accepts original manuscript(s) on service management and sustainability. The applications of sciences encouraged.
- Manuscripts should be typed in single spacing and should not exceed 8000 words in length including references.
- Within the text, scientific names should be in *italic*. Avoid excessive use of *italic*s to emphasize text.
- For mathematics equation, equation editor must be used. Each equation should end with a period or comma.
- Authors should be consistent in their use of UK or US English throughout the manuscript. Please use "spell check" and "grammar check" and also get your manuscript proofread before submission.
- Use at least Microsoft Office 97 (PC version).
- All notes should be endnotes and not footnotes. Notes should not be used for bibliographical information.
- The margins should be set at 6 x 9 inches. Please do not use page numbers, headers and footers.
- The manuscript should include:

  1. **Title**: The title of your paper should be in Arial 14 pt (capitalize each word), bold, centered, and should not exceed 12 words.
  2. **Author's Name and Affiliation**: The author's name (capitalize each word) should be centered, using Times New Roman 10 pt. The author's affiliation (capitalize each word) should be in *italic* and centered, using Times New Roman 10 pt followed by the email address.
  3. **Abstract Heading**: The abstract heading should be in uppercase, bold and centered, using Times New Roman 11pt. The abstract should be in *italic*, justified and must be written in a single paragraph. The abstract should include the objectives, scope, methodology, findings and conclusion of the paper in not more than 200 words. Figures, tables and references should not be cited in the abstract.
  4. **Keywords**: Provide 5-7 keywords in lower case (separated by semicolons), using Times New Roman 11 pt. Keywords should be chosen to best describe the contents of the paper.
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     Subtitle 2 must be in Arial 11 pt, bold and capitlaize each word. There should be a single spacing before and after the Subtitle 2.
     Subtitle 3 must also be in Arial 11 pt, bold and sentence case. There should be no spacing after the Subtitle 3. Text para and text should be in Times New Roman 11 pt.
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  7. **Acknowledgments**: Acknowledgments may be made to individuals or institutions not mentioned elsewhere in the manuscript, that had made important contributions. It may include the information on the research grant received.
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- In general, the manuscript can be organized in the following order:
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