
Review Report

Dear Editors and Authors,

The reviewer would like to submit the reviewed manuscript for the study entitled "**Tourism Service Scheduling in Smart City based on Hybrid Genetic Algorithm Simulated Annealing Algorithm**" for consideration in *Sustainability* (ISSN 2071-1050). After the review process, the reviewer would like to give some critical thinking and idea to help authors get their job done efficiently.

Comments and Suggestions for Authors

This study uses an operation-based model to develop workable schedules for the task. The use of information technology within the company to gain a competitive edge has accelerated transformation in the era of disruption, particularly in tourism services that offer the finest answer and quick response to build the value of the experiences to enhance sustainable tourism. Since scheduling is used in applications for tourism services, production management, and combinatorial optimization, I view it as a significant subject. Due to the tremendous difficulty and complexity of workshop scheduling issues, efforts to find optimum or nearly ideal solutions are crucial. A hybrid genetic algorithm was designed to address scheduling problems in the sustainable tourism sector to reduce makespan. It was possible to develop realistic schedules that more effectively manage the stated difficulty by using an operation-based representation. In addition, a new knowledge-based operator was developed within the context of function evaluation based on the issue's characteristics to better use machine downtime in the solution. A machine-based crossover with order-based precedence preservation was proposed to create the offspring. A neighborhood search technique based on simulated annealing was also used to increase the algorithm's population and capability for local exploitation. The Thailand Tourism Department provided numerous benchmarked examples to show the effectiveness and efficiency of the suggested approach. The computational results of the proposed hybrid genetic algorithm demonstrate a successful performance. According to the findings, a hybrid genetic algorithm performs better than a genetic algorithm in producing a satisfactory tourism service.

Here are the reviewer's comments

General comments and questions

- Line 465, 483: Remove the extra space after "."

- Why did you choose the GA and SAA Algorithms (which are old approaches. Genetic algorithms came from the research of John Holland, at the University of Michigan, in 1960 but won't become popular until the 90s.) for this study? Have you compared its accuracy with that of other approaches? Could you please consider adding these appropriate novel references to your applications for the proposed hybrid algorithms-optimization approaches to enrich your literature review in different fields of study? (CFD Analysis and Optimum Design for a Centrifugal Pump Using an Effectively Artificial Intelligent Algorithm; Optimizing compliant gripper mechanism design by employing an effective bi-algorithm: fuzzy logic and ANFIS, An efficient hybrid approach of finite element method, artificial neural network-based multiobjective genetic algorithm for computational optimization of a linear compliant mechanism of nanoindentation tester, ...)

- What's the best way of calculating the probability that a simulated annealing algorithm will converge to a fixed point?

- How do you evaluate the accuracy of this research?

- Why do you use the Proposed Hybrid Genetic Algorithm-Simulated Annealing Algorithm, which is quite old, instead of the new Algorithms?

- What is the limitation of this study?

- What is the author's following research?

The reviewer could not find any significant changes in the manuscript and hopes his point of view could help the authors improve their work.

I appreciate your work.

Sincerely yours,

The Reviewer