





**UNIVERSITAS PELITA HARAPAN SURABAYA  
FAKULTAS EKONOMI**

**FINAL PAPER EXAMINATION COMMITTEE**

On Wednesday, 31<sup>st</sup> January 2018, this Final Paper has been examined in a comprehensive oral presentation to fulfill one of the academic requirements to obtain the degree of *Magister Management* at the *Fakultas Ekonomi*, Universitas Pelita Harapan Surabaya.

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The members of the Examination Committee involved in the comprehensive oral examination of this Final Paper entitled " **THE EFFECT OF PHYSICAL QUALITY, STAFF BEHAVIOR, BRAND IDENTIFICATION AND LIFESTYLE CONGRUENCE TOWARDS BRAND LOYALTY AS MEDIATED BY CUSTOMER SATISFACTION IN STARBUCKS SURABAYA** " where the following:

<b>Name</b>	<b>Status</b>	<b>Signature</b>
1. Dr. Ir Januar Heryanto. M.S.,MBA	as Head of the Committee and Thesis Advisor	 _____
2. Amelia, S.E RFP-1. M.M	as the Member of the Committee	
3. Hananiel M Gunawan, BA., MBA	as the Member of the Committee	