



**UNIVERSITAS PELITA HARAPAN SURABAYA  
FAKULTAS EKONOMI**

**AGREEMENT OF MENTORING GUIDANCE FOR THESIS PROPOSAL**

**THE EFFECT OF PHYSICAL QUALITY, STAFF BEHAVIOR, BRAND IDENTIFICATION AND LIFESTYLE CONGRUENCE TOWARDS BRAND LOYALTY AS MEDIATED BY CUSTOMER SATISFACTION IN STARBUCKS SURABAYA**

By:

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**Department: Masters of Management**

Has been checked and recommended for final and comprehensive oral defense in order to obtain the degree of *Magister Management* at *Fakultas Ekonomi*, Universitas Pelita Harapan Surabaya.

**Surabaya, 31 January 2018**

**Agreed;**

Advisor

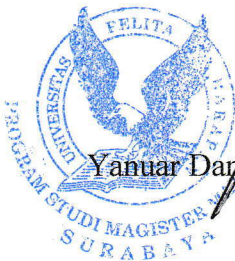
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Head

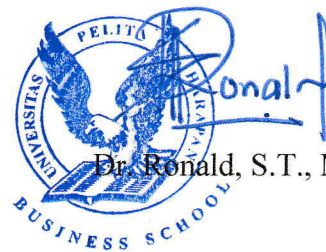
Program Studi Manajemen



Januar Damanjaya, B.Sc., M.M

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Fakultas Ekonomi



Dr. Ronald, S.T., M.M.