

**FINAL PAPER**

**ANALYSIS OF THE INFLUENCE OF QUALITY OF THE  
PHYSICAL ENVIRONMENT, FOOD, AND SERVICE  
QUALITY ON RESTAURANT IMAGE, CUSTOMER  
PERCEIVED VALUE, CUSTOMER SATISFACTION AND  
BEHAVIORAL INTENTION TO THE CUSTOMERS OF  
BONCAFE RESTAURANT IN SURABAYA**

Submitted as a final requirement to obtain the  
Degree of Sarjana Ekonomi Strata Satu

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SURABAYA**

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**UNIVERSITAS PELITA HARAPAN SURABAYA  
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**AGREEMENT OF MENTORING GUIDANCE FOR FINAL PAPER  
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IMAGE, CUSTOMER PERCEIVED VALUE, CUSTOMER  
SATISFACTION AND BEHAVIORAL INTENTION TO THE  
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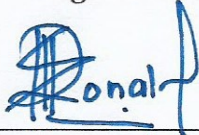

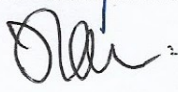
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**AGREEMENT OF PANELIST APPROVAL FOR FINAL PAPER**

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Surabaya, 18<sup>th</sup> August 2017

Felix Wiranata Felle



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