

**ATTRIBUTES OF THE COFFEE SHOP BUSINESS
TOWARD CUSTOMER SATISFACTION: Empirical Evidence
from Starbucks Empire XXI Yogyakarta**

A BACHELOR DEGREE THESIS

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January 24th, 2020

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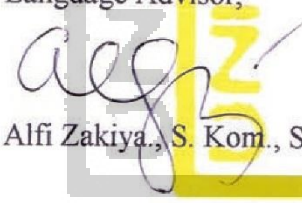
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January 10th, 2020

Language Advisor,


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January 10th, 2020

DECLARATION OF AUTHENTICITY

Here in I declare the originality of the thesis; I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas or expression without acknowledgement. All quotations are cited and listed in the bibliography of the thesis.

If in the future this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or its consequence.

Yogyakarta, December 5th, 2019



Safira Septananda Pamurty

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Safira Septananda Pamurty