

## ACKNOWLEDGEMENTS

Thanks to God, so I can finish the final thesis entitled "Assessing Customer loyalty of Coffe Break Café in Muntok, Indonesia" as a partial requirement to obtain the bachelor degree in Management Department, Faculty of Economics, Esa Unggul University and in Management International Department, Faculty of Economics and Business, Nanjing Xiaozhuang University is finally finished.

I realize that this cannot be done without my own hard work, helps and supports from people around me. So I want to say thanks to:

1. My mom and dad, who always give support and always pray for my success, also always remind me not to forget the responsibility as a student who must always finish what is my responsibility.
2. Mrs. Sophie Mou, who always helps and supports us in China. The one who gives me an opportunity for myself.
3. Mrs. Wang Qizhen(王奇珍), as my thesis advisor who always give me advices, guidance, and knowledge in completion of this thesis. Thank you for sparing time to guide me in writing thesis and resolving/revise problem related to it.
4. Mr.Sugiyanto, SE, MM, as my thesis advisor in Indonesia who give me advice about my thesis. Thank you for your time to guide me writing my thesis.
5. My big brother, who always advise me to always do my thesis. Thanks my big bro.

6. Especially for Steven and Wengki the owner of Coffe Break Café who has given permission to conduct research and share questionnaires directly.

7. All of my friends in my home town, Atika, Fabil, Herry (apek), Fandi Gideon, Aldy, Ryan, Budi (boneng), Ricky (udin petot). Thank you for providing support and petrification in the process of distributing questionnaires.

8. All of my Management 2016 classmates, Robby, Chuvan, Ozi, Wahyuni, Nia, Farah, Shierly. Thanks for being my classmates in china. All of NXU 2016 classmates, Pinky, Salsabila, Dian, Dina, Anisa, Shinta, Jenifer, Oci. I am looking forward for your success.

9. All of my crazy friend in china, Gowes, Birin, Robby, Jerrel, Chuvan, Calvin, Viardy, Brayen, Alwi. Thanks for giving me a lot of fun in china.

10. All junior in Nanjing Xiaozhuang University. Good luck for your future. Hope GOD grants us blessing and sincerity in doing His commands, and accepts our good deeds. I also hope this study will give positive contribution and improvement in present and future time.