

Chapter 1 Introduction to Services Marketing

GENERAL CONTENT

Multiple Choice Questions

1. There are several reasons why the services sector is increasing in almost all countries around the world. Which is not one of the contributing reasons?
 - a. The knowledge-based industries are growing.
 - b. Countries are less dependent on agriculture.
 - c. Some manufacturing firms are now focusing on marketing services as well.
 - d. The construction and manufacturing industries are booming.
 - e. More companies are outsourcing some of their service components.(d; Moderate; p. 6)
2. Service markets are shaped by all of the following except _____.
 - a. government policies
 - b. social changes
 - c. global economic change
 - d. business trends
 - e. advances in information technology(c; Easy; p. 10)
3. The following are all business trends transforming service markets except _____.
 - a. push to increase shareholder value
 - b. growth of franchising
 - c. new agreements on trade in services
 - d. marketing emphasis by non-profit organizations
 - e. focus on quality and customer satisfaction(c; Moderate; p. 12)
4. The three broad categories of things processed in services are _____, _____, and _____.
 - a. people; physical objects; data
 - b. people; organizations; documents
 - c. people; data; projects
 - d. physical objects; data; documents
 - e. physical objects; organizations(a; Easy; p. 15)

Marketing Essentials Chapter 21 Test

Lingsheng Yao



Marketing Essentials Chapter 21 Test:

The Enigmatic Realm of **Marketing Essentials Chapter 21 Test**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Marketing Essentials Chapter 21 Test** a literary masterpiece penned by a renowned author, readers set about a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting impact on the hearts and minds of those who partake in its reading experience.

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