

## 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 11 Test

**Léo Pomar**



## **Marketing Essentials Chapter 11 Test:**

## **Marketing Essentials Chapter 11 Test** Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the power of words has become much more evident than ever. They have the ability to inspire, provoke, and ignite change. Such may be the essence of the book **Marketing Essentials Chapter 11 Test**, a literary masterpiece that delves deep into the significance of words and their effect on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book's key themes, examine its writing style, and analyze its overall impact on readers.

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