

Q.P. Code : 746101

(2½ Hours)

[Total Marks : 75

- N.B. : (1) All the questions are compulsory.
(2) Figures to the right indicate full marks.

1. Attempt any two of the following :-

- (a) Evaluate the role of services in modern economy.
- (b) Discuss the challenges faced by the marketer in marketing of services with reference to the distinctive characteristics.
- (c) Explain positioning and its importance. Discuss strategies that can be adopted in positioning of services.

15

2. Attempt any two of the following :-

- (a) Explain the approaches / methods of pricing in services and state the strategies that can be adopted.
- (b) 'Physical evidence plays a definite role in influencing perception'. Discuss and state the elements of physical evidence.
- (c) Write a note on service mapping.

15

3. Attempt any two of the following :-

- (a) Explain the concept of service productivity and evaluate the ways to improve productivity.
- (b) What is a service GAP ? Suggest prescription for closing the gaps.
- (c) Discuss strategies used for managing capacity to match Demand.

15

4. Attempt any two of the following :-

- (a) Write a note on Recent trends in Health care sector.
- (b) Is there a need to have ethics in service marketing ? Discuss state some unethical practices in the service sector.
- (c) Evaluate the factors favouring Transnational Strategy.

15

5. Case Study :-

The Banking sector is going through a major transformation and witnessing robust growth. Automation is the order of the day. In order to sustain competition and enhance customer experience new initiatives have been introduced. Technology is the driving force and internet and mobile banking are the recent trends.

15

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1. Understanding the eBook Examination Papers Of Service Marketing
 - The Rise of Digital Reading Examination Papers Of Service Marketing
 - Advantages of eBooks Over Traditional Books
2. Identifying Examination Papers Of Service Marketing
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Examination Papers Of Service Marketing
 - User-Friendly Interface
4. Exploring eBook Recommendations from Examination Papers Of Service Marketing

- Personalized Recommendations
 - Examination Papers Of Service Marketing User Reviews and Ratings
 - Examination Papers Of Service Marketing and Bestseller Lists
5. Accessing Examination Papers Of Service Marketing Free and Paid eBooks
 - Examination Papers Of Service Marketing Public Domain eBooks
 - Examination Papers Of Service Marketing eBook Subscription Services
 - Examination Papers Of Service Marketing Budget-Friendly Options
 6. Navigating Examination Papers Of Service Marketing eBook Formats
 - ePub, PDF, MOBI, and More
 - Examination Papers Of Service Marketing Compatibility with Devices
 - Examination Papers Of Service Marketing Enhanced eBook Features
 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Examination Papers Of Service Marketing
 - Highlighting and Note-Taking Examination Papers Of Service Marketing
 - Interactive Elements Examination Papers Of Service Marketing
 8. Staying Engaged with Examination Papers Of Service Marketing
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Examination Papers Of Service Marketing
 9. Balancing eBooks and Physical Books Examination Papers Of Service Marketing
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Examination Papers Of Service Marketing
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Examination Papers Of Service Marketing
 - Setting Reading Goals Examination Papers Of Service Marketing
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Examination Papers Of Service Marketing

- Fact-Checking eBook Content of Examination Papers Of Service Marketing
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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