

Multiple Choice Questions

*Answer the questions by marking (✓) on appropriate answer.

1. Which of the following information forms available to the marketing manager can usually be accessed more quickly and cheaply than other information sources?
 - a. Marketing intelligence
 - b. Marketing research
 - c. Customer profiles
 - d. Internal databases
2. All of the following are considered to be drawbacks of local marketing EXCEPT:
 - a. it can drive up manufacturing and marketing costs by reducing economies of scale.
 - b. it can create logistical problems when the company tries to meet varied requirements.
 - c. it can attract unwanted competition.
 - d. it can dilute the brand's overall image.
3. The biggest or greatest amount of involvement in a foreign market comes through which of the following?
 - a. Exporting
 - b. Joint venturing
 - c. Licensing
 - d. Direct investment
4. _____ has contractual authority to sell a manufacturer's entire output.
 - a. Selling agents
 - b. Rack jobbers
 - c. Manufacturer's agents
 - d. Purchasing agents
5. Sellers that handle their own exports are engaged in:
 - a. direct exporting.
 - b. indirect exporting.
 - c. licensing.
 - d. contract manufacturing.
6. Using a successful brand name to introduce additional items in a given product category under the same brand name (such as new flavors, forms, colors, added ingredients, or package sizes) is called a(n):
 - a. line extension.
 - b. brand extension.
 - c. multibranding.
 - d. new brands.
7. Google, Infoseek, and Excite are all called:

Multiple Choice Questions On Customer Service

MUHAMMAD ZAIN



Multiple Choice Questions On Customer Service:

Measuring Customer Service Effectiveness Sarah Cook, 2004 Sarah Cook's down to earth guide provides the rationale behind measuring service effectiveness and explains the measurement process from start preparation to finish managing the results

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