#### Principles of Marketing

#### Diagnostic Test

Direction: Read and answer the following questions carefully. Encircle the letter of your answer.

- It is the process of continuously & profitably satisfying target customer's needs, wants & expectations superior to competition.
  - a. Company b. Customer c. Marketing d. Competition
- 2. Its objective is to satisfy the needs, wants & expectations of target customers.
  - a. Company b. Customer c. Marketing d. Competition
- Its objective is to ensure corporate health and profit.
  - a. Company b. Customer c. Marketing d. Competition
- It is the result of satisfying the customer's needs & wants.
   a. Sales b. Profit c. Market Shares d. Users.
- 5. It is the ratio of your brand sales versus the total sales in your market.
  a. Sales b. Profit c. Market Shares d. Users
- It is an indispensable component for a firm to continuously satisfy its customers. It must always go hand-in-hand with honor.
   a. Sales
   b. Profit
   c. Market Shares
   d. Users

- 9. It is a procedure, flow of activities, and other mechanisms that deliver the intended experience.

  a. Physical environment b. Process c. People d. Product
- 10. These are the members of the team who contribute to the delivery of the service & its brand promise whether at the front line or in the back office, on-site or off-site.
  a. Physical environment
  b. Process
  c. People
  d. Product
- 12. Place where service is performed; includes all touch points leading to the place.
  a. Physical environment b. Process c. People d. Product
- This concept reflects customer loyalty, a reliable way of evaluating customer's satisfaction.
   a. Change
   b. Loyal cutomer
   c. Sales
   d. Price
- It comes after trial of the product/services.
   Customer trial b. Customer error c. Customer loyalty d. Customer satisfaction
- It comes after the repeat purchase.
   a. Customer trial b. Customer error
   c. Customer loyalty d. Customer satisfaction
- 16. This is done by understanding and contextualizing pain points of consumers and creating features or attributes that remove those pain points.

  a. Functional benefit

  b. Emotional benefit

  d. Economic benefit
- 17. Takes into consideration how customers want to be perceived by others using a product or service.
  a. Functional benefit c. Social benefit b. Emotional benefit d. Economic benefit

# **Test Yourself Principles Of Marketing**

Sally Dibb, Lyndon Simkin

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#### **Table of Contents Test Yourself Principles Of Marketing**

- 1. Understanding the eBook Test Yourself Principles Of Marketing
  - The Rise of Digital Reading Test Yourself Principles Of Marketing
  - Advantages of eBooks Over Traditional Books
- 2. Identifying Test Yourself Principles Of 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 Test Yourself Principles Of Marketing
  - User-Friendly Interface
- 4. Exploring eBook Recommendations from Test Yourself Principles Of Marketing
  - Personalized Recommendations
  - Test Yourself Principles Of Marketing User Reviews and Ratings
  - Test Yourself Principles Of Marketing and Bestseller Lists
- 5. Accessing Test Yourself Principles Of Marketing Free and Paid eBooks

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