1. Good marketing is no accident, but a result of careful planning and ________.

   execution
selling
strategies
research

2. Marketing management is ________.

   managing the marketing process
monitoring the profitability of the company’s products and services
the art and science of choosing target markets and getting, keeping, and growing customers through creating, delivering, and communicating superior customer value
developing marketing strategies to move the company forward

3. Chimney Sweeps employs people to clean fireplaces and chimneys in homes and apartments. The firm is primarily the marketer of which one of the following?

   An image
A service
A good
An idea

4. Marketers often use the term ________ to cover various groupings of customers.
5. The _______ concept holds that consumers and businesses, if left alone, will ordinarily not buy enough of the organization’s products.

production

selling

marketing

holistic marketing

6. Which of the following would be the best illustration of a subculture?

A religion.
A group of close friends.
Your university.
Your occupation.

7. The buying process starts when the buyer recognizes a _________.

Product

an advertisement for the product

a salesperson from a previous visit

problem or need
8. If actual performance exceeds the expected performance of the product, then customer is

Satisfied
Dissatisfied
**Delighted**
Neutral

9. Bread and milk are which kind of products?

Specialty Products
**Convenience products**
Shopping products
Unsought products

10. Parents buy toys for their children act as__________ in the buying process.

Decider
Buyer
Maintainer
**All of the above**

11. If a firm is practicing ________________, the firm is training and effectively motivating its customer-contact employees and all of the supporting service people to work as a team to provide customer satisfaction.

double-up marketing
interactive marketing

service marketing

**internal marketing**

12. A cluster of complementary goods and services across diverse set of industries is called as __________

Market place

**Meta market**

Market space

Resource Market

13. Adding new features to a product is advocated by which of the approaches?

**Product Approach**

Production Approach

Marketing Approach

Selling Approach

14. One of the key tasks of marketers is __________ and to create consumer perceptions that the product is worth purchasing.

To make products easily visible and available

To promote sales of products

**To differentiate their products from those of competitors**

To do marketing surveys
15. What is the last stage of the consumer decision process?

- problem recognition
- **post purchase behavior**
- alternative evaluation
- purchase

16. _______ markets are made up of members of the distribution chain.

- Consumer
- Business-to-business (industrial)
- **Channel**
- Institutional

17. Which of the following is considered a “key player” in the marketing industry?

- marketer
- suppliers or vendors
- distributors or retailers
- **all of the above**

18. Marketing Mix is the most visible part of the marketing strategy of an organization.

- **True**
- False

True
False

20. A transaction in which the organization is making an initial purchase of an item to be used to perform a new job refers to which of the following purchases?

- Straight rebuy purchase
- Delayed purchase
- **New-task purchase**
- Modified rebuy purchase

21. _______ markets include a wide variety of profit and nonprofit organizations, such as hospitals, government agencies, and schools, which provide goods and services for the benefit of society.

   - Consumer
   - Business-to-business (Industrial)
   - Reseller
   - **Institutional**

22. Which of the following is NOT considered a type of reseller?

   - wholesaler
   - retailer
   - **manufacturer**
   - distributor
23. The promotion “P” of marketing is also known as ________.

- Product Differentiation
- Distribution
- Cost
- Marketing Communication

24. When a company distributes its products through a channel structure that includes one or more resellers, this is known as ________.

- Indirect marketing
- direct marketing
- multi-level marketing
- integrated marketing

25. In marketing theory, every contribution from the supply chain adds ________ to the product.

- value
- costs
- convenience
- ingredients

26. Institutional markets consist of people who buy products and services for personal use.
True

False

27. Listing alternatives that will solve the problem at hand and determining the characteristics of each occurs during which stage of the final consumer’s decision process?

Information search

Purchase

**Evaluation of alternatives**

Post purchase

28. The act of trading a desired product or service to receive something of value in return is known as which key concept in marketing?

*product*

*exchange*

*production*

*customer*

29. The most basic level of a product is called the:

*core product.*

*central product.*
fundamental product.
augmented product.

30. Anything that can be offered to a market for attention, acquisition, use, or consumption that might satisfy a want or need is called a(n):

idea.
demand.
**product.**
service.

31. In _______ consumers may share a strong need that cannot be satisfied by an existing product.

negative demand
**latent demand**
declining demand
irregular demand

32. Marketing is both an “art” and a “science” there is constant tension between the formulated side of marketing and the _______ side.

creative
selling
management
33. Mr. Lopez buys goods and services for use in the production of products that are sold and supplied to others. Mr. Lopez is involved in ________.

- consumer buying behavior
- post-purchase dissonance
- retail buyer behavior
- **business buyer behavior**

34. The four unique elements to services include:

- Independence, intangibility, inventory, and inception
- Independence, increase, inventory, and intangibility
- **Intangibility, inconsistency, inseparability, and inventory**
- Intangibility, independence, inseparability, and inventory

35. Convenience products usually have intensive distribution because sales of these products tend to have a direct relationship to availability.

- **True**
- False
36. The ________ holds that the organization’s task is to determine the needs, wants, and interests of target markets and to deliver the desired satisfactions more effectively and efficiently than competitors in a way that preserves or enhances the consumer’s and the society’s well-being.

customer-centered business
focused business model
**societal marketing concept**
ethically responsible marketing

37. A change in an individual's behavior prompted by information and experience refers to which one of the following concept?

- Learning
- Role selection
- Perception
- Motivation

38. Holistic marketers achieve profitable growth by expanding customer share, ________, and capturing customer lifetime value.

- undermining competitive competencies
- **building customer loyalty**
- milking the market for product desires
- renewing a customer base
39. __________ pricing is the approach of setting a low initial price in order to attract a large number of buyers quickly and win a large market share.

Market-skimming  
Value-based  
**Market-penetration**  
Leader

40. While buying milk which kind of behaviour is displayed by a person?

Extensive problem solving behaviour  
**Routinized buying behaviour**  
Variety seeking behaviour  
None of the above

41. __________ markets include a wide variety of profit and nonprofit organizations, such as hospitals, government agencies, and schools, which provide goods and services for the benefit of society.

  - Consumer  
  - Business-to-business (Industrial)  
  - Reseller  
  **Institutional**

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- integrated marketing

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- convenience
- ingredients
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True
False

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Information search
Purchase
Evaluation of alternatives
Post purchase

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exchange
production
customer

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fundamental product.
augmented product.

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post-purchase dissonance
retail buyer behavior
business buyer behavior

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**True**

False
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- customer-centered business
- focused business model
- societal marketing concept
- ethically responsible marketing

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- Role selection
- Perception
- Motivation

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- building customer loyalty
- milking the market for product desires
- renewing a customer base
59. _______ pricing is the approach of setting a low initial price in order to attract a large number of buyers quickly and win a large market share.

Market-skimming

Value-based

**Market-penetration**

Leader

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- Extensive problem solving behaviour
- Routinized buying behaviour
- Variety seeking behaviour
- None of the above

61. Whether to sell via intermediaries or directly to consumers, how many outlets to sell through, and whether to control or cooperate with other channel members are examples of decisions marketers must make about

- Promotion
- Price
- **Distribution**
- Product

62. The extended Ps of service marketing mix are:
63. A social and managerial process by which individuals and organizations obtain what they need and want through value creation refers to which one of the following concepts?

Selling
Advertising
Barter
Marketing

64. What is the basic property of a service which makes it different from a product.

Shape
Size
Very expensive
Intangibility

65. Which one of the following phrases reflects the marketing concept?

The supplier is a king in the market
Marketing should be viewed as hunting not gardening
This is what I make, won’t you please buy it?
This is what I want, won’t you please make it?

66. The task of any business is to deliver ________ at a profit.

- customer needs
- **customer value**
- products and services
- improved quality

67. The solution to price competition is to develop a differentiated:

- product, price, and promotion.
- **offer, delivery, and image.**
- package and label.
- international Web site.

68. Red Cross blood donations are considered to be specialty products and, therefore, have a specialty offer to the consumer.

- True
- **False**
69. You purchase cleaning supplies for your custodial help regularly. It is showing which buying situation?

Modified rebuy

**Straight rebuy**

Modified straight rebuy

Consumer buy

70. Internal marketing is marketing by a service firm to train and effectively motivate its customer-contact employees and all the supporting service people to work as a team to provide customer satisfaction.

**True**

False

71. Customer’s evaluation of the difference between all the benefits and all the costs of a marketing offer relative to those of competing offers refers to which of the following options?

Customer perceived value

Marketing myopia

Customer relationship management

**Customer satisfaction**

72. Buying goods and services for further processing or for use in the production process refers to which of the following markets?

Consumer markets
Government markets

**Business markets**

International markets

73. The packaging concept states what the package should be or do for the product.

**True**

False

74. Marketing managers should adapt the marketing mix to ________________ and constantly monitor value changes and differences in both domestic and global markets.

Sales strategies

Marketing concepts

**Cultural values**

Brand images

75. Resellers may actually take ownership of the product and participate in the marketing, including the advertising.

**True**

False

76. The materials and ingredients used in producing the product are obtained from other companies who are referred to as distributors.

True
77. The ________ refers to the various companies that are involved in moving a product from its manufacturer into the hands of its buyer.

**distribution chain**

network chain

supply chain

promotion network

78. ________ is the study of how individuals, groups, and organizations select, buy, use, and dispose of goods, services, ideas, or experiences to satisfy their needs and wants.

Target marketing

Psychographic segmentation

Product Differentiation

**Consumer behavior**

79. A person’s ________ consist(s) of all the groups that have a direct (face-to-face) or indirect influence on his/her attitudes or behavior.

- culture
- subculture
- psychographics
- **reference groups**
- demographics

80. Product choice is greatly affected by economic circumstances. All of the following would be among those circumstances EXCEPT ________.

- spendable income
- savings and assets
debts

occupation

borrowing power

81. _______ is a set of distinguishing human psychological traits that lead to relatively consistent and enduring responses to environmental stimuli.

Image

Personality

Beliefs

Heredity

Culture

82. _______ portrays the “whole person” interacting with his or her environment.

Attitude

Reference group

Lifestyle

Culture

Subculture

83. A _______ when it is aroused to a sufficient level of intensity.

need becomes a motive

motive becomes a need

desire becomes a reality

unfulfilled demand becomes a crisis

personal demand exceeds the ability to rationally reject
84. The five-stage model of the consumer buying process includes all of the following stages EXCEPT ________.

- problem recognition
- information search
- social interaction
- purchase decision

85. If performance meets consumer expectations, the consumer is ________.

- delighted
- satisfied
- disappointed
- surprised

86. The primary purpose of marketing activities is to facilitate and encourage exchange transactions with potential customers.

True
False

87. Merchant wholesalers sell goods and services directly to final consumers for their personal, nonbusiness use.

True
False
88. A service can be defined as “any activity or benefit that one party can offer another that is essentially intangible and that does not result in the ownership of anything.”

True

False

89. The intangible nature of many services can create unique challenges for marketers.

True

False

90. Auction sites, such as eBay, QXL are examples of Consumer-to-Consumer (C2C) channels.

True

False

91. Product planners need to think about products and services on three levels. Each level adds more customer value. Which one of the following is the most basic level that addresses the question, “What is the buyer really buying?”

Actual product

Augmented product

Core benefit

Co-branding

92. The mental act, condition or habit of placing trust or confidence in another shows which of the following options?

Motive

Belief

Behavior

Attitude
93. How do consumers respond to various marketing efforts the company might use? What is a starting point of a buyer’s behavior?

- Belief
- Subculture
- Post purchase feeling

**Stimulus-response Model**

94. Which one of the following factor relates to family that influences consumer behavior?

- Cultural
- Social
- Personal
- Business

95. Unique psychological characteristics that lead to relatively consistent and lasting responses to one’s own environment refers to which one of the following?

- Belief
- Culture
- Personality
- Self-awareness

96. Which one of the following statements by a company chairman **BEST** reflects the marketing concept?

**We have organized our business to satisfy the customer needs**

- We believe that marketing department must organize to sell what we produce
- We try to produce only high quality, technically efficient products
- We try to encourage company growth in the market
97. Which one of the following is a key to build lasting relationships with consumers?

- Price of the product
- Need recognition
- Customer satisfaction
- Quality of product

98. The factors such as the buyer’s age, life-cycle stage, occupation, economic situation, lifestyle, personality and self-concept that influences buyer’s decisions refers to which one of the following characteristic?

- Personal characteristics
- Psychological characteristics
- Behavioral characteristics
- Demographical characteristics

99. A ________ is someone seeking a response (attention, a purchase, a vote, a donation) from another party, called the ________.

- salesperson, customer
- politician, voter
- marketer, prospect
- celebrity, audience

100. Companies selling mass consumer goods and services such as soft drinks, cosmetics, air travel, and athletic shoes and equipment spend a great deal of time trying to establish a superior brand image in markets called ________.

- business markets
- global markets
- consumer markets
- nonprofit and governmental markets
- service markets
101. The ________ is practiced most aggressively with unsought goods, goods that buyers normally do not think of buying, such as insurance, encyclopedias, and funeral plots.

marketing concept

**selling concept**

production concept

product concept

holistic marketing concept

102. The ________ concept holds that consumers will favor those products that offer the most quality, performance, or innovative features.

**product**

marketing

production

selling

holistic marketing

103. ________ marketing has the aim of building mutually satisfying long-term relations with key parties such as customers, suppliers, distributors, and other marketing partners in order to earn and retain their business.

Holistic

Demand-based

Direct

**Relationship**

Synthetic

104. One traditional depiction of marketing activities is in terms of the marketing mix or four Ps. The four Ps are characterized as being ________.

product, positioning, place, and price

product, production, price, and place

promotion, place, positioning, and price
place, promotion, production, and positioning

**product, price, promotion, and place**

105. David Packard of Hewlett-Packard once said, “Marketing is far too important to leave to ________.”

- the advertising boys
- uninformed managers
- novices
- the CEO

**the marketing department**

106. The traditional view of marketing is that the firm makes something and then ________ it.

- markets
- sells
- distributes
- prices
- services

107. ________ is the single factor that best indicates social class.

- Time
- Money
- Occupation
- Fashion

108. Marketing strategies are often designed to influence ______________ and lead to profitable exchanges.

**Consumer decision making**

- Sales strategies
- Advertising strategies
- Export strategies
109. __________ refers to the information a consumer has stored in their memory about a product or service.

Cognitive dissonance

**Product knowledge**

Product research

Marketing research

110. When consumers are seeking low-involvement products, they are unlikely to engage in extensive search, so ________________ is important.

Order processing

Order booking

**Ready availability**

Information about warranty

111. ________________ constitutes moderate consumer behavior, but still involves time and effort searching for and comparing alternatives.

**Limited decision making**

Need recognition

Routine decision making

Post purchase evaluation

112. Experimental sources of information for consumers refer to ____________.

Advertising, marketing, selling, and profit making

**Handling, examining, and trying the product while shopping**

Buying after a demonstration

Buying the product directly from a manufacturer

113. Which of the following is **NOT** one of the four philosophies of marketing?

production orientation

societal marketing orientation
sales orientation

promotion orientation

114. Of the four competing philosophies, the Furniture Industry is an example of what kind of orientation:

Sales Orientation
Societal Marketing Orientation
Marketing Orientation
Production Orientation

115. Marketing is defined by the American Marketing Association as the activity, set of institutions, and processes for _____, _____, ______, and ________ offerings that have value for customers, clients, partners, and society at large.

Making, Arranging, Maintaining and Selling
Creating, Communicating, Delivering, and Exchanging
Creating, Advertising, Selling, and Transferring
Performing, Displaying, Offering, and Exchanging

116. The focus of marketing today is ______.

Value and Satisfaction
Quality and Long Term Relationships
All of the Above
None of the Above

117. Which of the following firms emphasizes on product’s benefits to the customers rather than product attributes?

Product oriented
Market oriented
Sales oriented
Production oriented

118. **Products that are usually purchased due to adversity and high promotional back up rather than desire are called:**

Sought goods
Unique goods
**Unsought goods**
Preferred goods

119. **Which product is MOST likely to be purchased through routine decision making?**

Television set
Soft drink
Shirt
Car

120. **Luxury products, such as Rolex watches, are also known as:**

Shopping product
Convenience product
Emergency product
Specialty product

121. Which of the following is NOT included as a basic idea in the definition of marketing concepts?

Total company effort
Profit
Productivity
Customer satisfaction

122. Which of the following is the most recent stage of marketing evolution?

Marketing department era
Production era

Sales era

Marketing company era

123. Which of the following is NOT included as a basic idea in the definition of marketing concepts?

Total company effort

Profit

Productivity

Customer satisfaction

124. __________________________ is defined as the difference between the benefits a customer sees from a market offering and the costs of obtaining those benefits.

Customer value

Satisfaction scale

Profit margin

Competitive benefit

125. Which of the following is NOT included in the marketing management process used by the marketing manager to achieve its objectives?

Planning marketing activities

Raising funds to finance the marketing projects

Controlling marketing plans

Directing implementation of the marketing plans

126. A channel of distribution is any series of firms (or individuals) who participate in the flow of products to final user or customer.

True

False.

127. ___________ is defined as communication with large numbers of customers at the same time.
Personal selling
Sales promotion

**Mass selling**
All of the above

128. The marketing concept applies to production firms, but not to service industries.

True
False

129. In a __________ orientation, the role of marketing research is to determine customer needs and how well the company is satisfying them.

Marketing
Production
Both of the above
None of the above

130. The marketing concept means that an organization aims the majority of its efforts at satisfying customers, at a profit.

True
False

131. When a manager focuses on making whatever products are easy to produce, and then trying to sell them, that manager has a __________ orientation.

Marketing
Production
Sales
Profit

132. Which of the following is NOT consistent with a manager having a marketing orientation?

Inventory levels are set with customer requirements and costs in mind
Customer relationship focuses on customer satisfaction before and after sale, leading to a profitable long-run relationship
Focus of advertising is on product features and how products are made

Packaging is designed for customer convenience and as a selling tool

133. Often, the best way to improve customer value, and beat the competition, is to be first to satisfy a need that others have not even considered.

True

False

134. It is more costly to retain current customers by satisfying their needs, than to get new customers by taking them away from a competitor.

True

False

135. In addition to businesses, the marketing concept is also applicable to _____________.

- Government agencies
- Religious groups
- Fine arts organizations
- All of the above

136. The controllable variables a company puts together to satisfy a target group is called the _________________.

- Marketing strategy
- Marketing mix
- Strategic planning
- Marketing concept

137. In order for exchange to occur:

- a complex societal system must be involved.
- organized marketing activities must also occur.
- a profit-oriented organization must be involved.
- each party must have something of value to the other party.
138. Four competing philosophies strongly influence the role of marketing and marketing activities within an organization. Which if the following is not a component of market orientation?

Customer orientation.

**Profitability orientation.**
Marketing orientation.
Competitor orientation.

139. A market orientation recognizes that:

- price is the most important variable for customers.
- **market intelligence relating to current and future customer needs is important.**
- selling and marketing are essentially the same thing.
- sales depend predominantly on an aggressive sales force.

140. When customer expectations regarding product quality, service quality, and value-based price are met or exceeded, _____ is created.

- customer satisfaction
- planning excellence
- a quality rift
- a value line

141. A critical marketing perspective is the process of determining:

- the value of a product, person, or idea.
- how places compete with each other.
- **the worth and impact of marketing activities.**
- which type of promotional strategy works best.

142. The way in which the product is delivered to meet the customers' needs refers to:

- new product concepts and improvements.
- selling.
advertising and promotion activities.

**place or distribution activities.**

143. The term 'marketing mix' describes:

- a composite analysis of all environmental factors inside and outside the firm.
- a series of business decisions that aid in selling a product.
- the relationship between a firm's marketing strengths and its business weaknesses.
- a blending of strategic elements to satisfy specific target markets.

144. Newsletters, catalogues, and invitations to organisation-sponsored events are most closely associated with the marketing mix activity of:

- Pricing
- Distribution
- Product development
- **Promotion**

145. Which of the following is not an element of the marketing mix?

- Distribution.
- Product.
- **Target market.**

Pricing.

146. In relationship marketing firms focus on __________ relationships with __________.

- short-term; customers and suppliers
- long-term; customers and suppliers

147. A further 3Ps are incorporated into the marketing mix:
physical evidence, process and price.

process people and promotion.

physical evidence, people and production.

**physical evidence, process and people.**

148. A marketing philosophy summarized by the phrase 'a stronger focus on social and ethical concerns in marketing' is characteristic of the ________ period.

production

sales

marketing

**societal marketing**

149. Which of the following statements is correct?

Marketing is the term used to refer only to the sales function within a firm.

Marketing managers don't usually get involved in production or distribution decisions.

Marketing is an activity that considers only the needs of the organization; not the needs of society as a whole.

Marketing is the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.

150. The term marketing refers to:

new product concepts and improvements.

advertising and promotion activities.

**a philosophy that stresses customer value and satisfaction.**

planning sales campaigns.

151. Which of the following involves designing and manufacturing the container or wrapper for a product?

Labeling

**Packaging**
152. The basic role of promotion is _______.

- Information
- Manipulation
- Communication
- Interpretation

153. If the aim of the promotion to introduce a new consumer product is to achieve high awareness levels, the firm will most likely make heavy use of _______ in the promotional mix.

- Advertising
- Sales promotion
- Personal selling
- Publicity

154. A consumer contest is an example of _______.

- Personal selling
Sales promotion

Advertising

Indirect selling

155. Advertising appropriations are largest for which type of product?

Industrial products

Convenience goods

High-priced products

Specialty goods

156. A television advertisement showing the safety features of the Volvo 240 DL would be best classified as which of the following?

Product advertising

Pioneer advertising

Defensive advertising
157. Need becomes ________ when they are directed towards a specific object.

Actual need

**Want**

Satisfaction

Demand

158. Which of the following BEST describes the consumer’s preference for products that are widely available to them?

**Production concept**
Marketing concept

Selling concept

Product concept

159. Buying and selling of mass consumer goods and services comes under which of the following markets?

**Consumer markets**

Government markets
160. Which one of the following BEST describes the human need?

Food
French-fries
Burger
Pizza

161. Which of the following firms emphasis on product’s benefits to the customers rather than on product attributes.

Product oriented
Market oriented
Sales oriented
Production oriented

162. All of the following are the examples of unsought goods EXCEPT:

Course books
Encyclopedia
Funeral plots
Insurance policy
163. While considering the place for a product which of the following is important for customer.

Communication

Convenience

Cost

Solution

164. Market–oriented firms focus on:

Retailers

Distributors

Customers

Wholesalers

165. Price is the only element in the marketing mix that produces:

Fixed cost

Expense

Variable cost

Revenue

166. Identify the products that the customer usually buys frequently and with a minimum of comparison and buying effort.
Specialty
Convenience
Unsought
Augmented

167. Which of the following is NOT included in product decisions?

Styling
Brand name
Warehousing
Packaging

168. Which of the following takes place at retailer’s end?

Promotion
Placing
Pricing
Exchange

169. Aggressive selling is a characteristic of which of the following concept of marketing?

Select correct option:
Production concept
Marketing concept
Selling concept
Product concept
170. Which of the following is a name, term, sign, symbol, design, or a combination of these, that identifies that maker or seller of a product or service?

Label
Co-brand
**Brand**
Product

171. The consumer’s estimate of the product’s overall capacity to satisfy his or her needs is called:

Product Cost
**Product Value**
Product need
Product Satisfaction

172. According to the text, a product is

- *everything the customer receives in an exchange.*
- the physical object the customer receives in an exchange.
- the service that is rendered to a customer.
- the idea that the customer receives in an exchange.

173. An example of a convenience consumer product is

- stereo equipment.
- **petrol.**
- a motorcycle.
- a bicycle.
- athletic shoes.

174. Which one of the following is NOT an industrial product?
oil to be refined into fuel for homes
transistors used as components for portable radios
paper, pens, and glue used in bank branch offices

**computer software to help people complete personal tax forms**

175. SaiNath called several airlines to compare rates and chose a flight on British Midland as it had a better reputation for service and competitive prices. The airline ticket is an example of which type of product?

A) convenience  
B) shopping  
C) specialty  
D) unsought

176. Products that are relatively inexpensive and are purchased frequently with minimal effort can be classified as __________ products.

shopping  
convenience

177. Large tools and machines used in a production process for a considerable length of time are classified as

major equipment.

accessory equipment.

component parts.

raw materials.

consumable supplies.

178. Items that are purchased routinely, do not become part of the final physical product, and are treated like expense items rather than capital goods are called
raw materials.
major equipment.

**accessory equipment.**

component parts.

process materials.

179. Products that are used directly in the production of a final product but are not easily identifiable are categorised as

accessory products.

component parts.

consumable supplies.

assembly components.

**process materials.**

180. Industrial products are

purchased for personal consumption.

frequently purchased for both their functional aspects and their psychological rewards.

*traditionally classified according to their characteristics and intended uses.*

not purchased by non-business organisations.

181. A company designs the product with little or no input from customers, the company is practicing which of the following concept?

**Product concept**

Marketing concept

Selling concept

Production concept

182. Which of the following 4Ps of marketing mix involves decisions regarding channels coverage, assortments, locations, inventories or transports?
Product
Price

**Place**

Promotion

183. Which of the following is NOT a part of marketing communication mix?

**Telemarketing**

Public relations

Sales promotion

Advertising

184. A dissonance-reducing buying behavior is designed to probe consumers’ hidden, subconscious motivations.

True

**False**

185. Consumer buying behavior refers to the buying behavior of businesses.

True

**False**

186. A fundamental part of the distribution function is to get the product:

**To the right place at the right time**

Launched into new markets

To intermediaries

To market to avoid channel conflict

187. The _____ identifies the product or brand.

Container

**Label**

Advertisement

Warranty
188. A(n) _____ product exceeds customer expectations.

Strategic
Superior

**Augmented**
Anticipated

189. Which of the following are products and services bought by final consumers for personal consumption? These include convenience products, shopping products, specialty products, and unsought products.

Material and parts

**Consumer products**

Industrial products

Capital items

190. The skimming, penetration, bargaining and bundling are decided in the ____________ of the Marketing Mix strategy.

**Price Decisions**

Place Decisions

Product Decisions

Promotion Decisions

191. Low Consumer involvement in purchase and little significant brand difference comes in which types of buying behaviors.

- Complex buying behavior
- Dissonance-reducing buying behavior
- Habitual buying behavior

**Variety-seeking buying behaviors**

192. Distribution of product to get it in the markets refers to which of the following activities?

Selling Activities
Advertising activities

Promotion Activities

**Place or distribution activities**

193. How many stages are involved in the consumer buying / adoption process?

Six

Seven

Three

**Five**

194. Which one of the following factor relates to family that influences consumer behavior?

Cultural

Social

**Personal**

Business

195. “Buy it now” refers to which one of the following options?

**Personal selling**

Advertising

Sales promotion

Publicity

196. At least how many parties should be included in “Exchange”?

**Two**

Three

Four

Five
197. The buyer decision process consists of five stages. Which of the following is NOT one of these stages?

- Evaluation of Alternatives
- Information search
- Variety-seeking buying behavior
- Post purchase behavior

198. You are planning to install a steel manufacturing plant in your city. For that purpose you want to have a supplier who supplies you the steel in raw form for manufacturing. Here supplier supplies you which of the following form of industrial product?

- Material and parts
- Capital items
- Supplies and services
- None of the given options

199. “How are you telling consumers in your target group about your product” This question belongs to which marketing concept?

- Product
- Price
- Place
- Promotion

200. A transaction in which the organization is making an initial purchase of an item to be used to perform a new job refers to which of the following purchases?

- Straight rebuy purchase
- Delayed purchase
- New-task purchase
Modified rebuy purchase