

QUIZ 1 - CHAPTER 1
PRINCIPLES OF MARKETING

Which of the following strategies would a company most likely use to increase customer satisfaction?

Answer: lowering prices

Elisandra, a marketing manager at a regional chain restaurant, has decided to organize a contest calling for customers to create commercials for the restaurant. Winning entries will be posted on the organization's home page. Elisandra's plan is an example of _____.

Answer: consumer-generated marketing

Which of the following customer questions is answered by a company's value proposition?

Answer: "Why should I buy your brand rather than a competitor's?"

Cathy's Clothes is a small yet successful retail chain that sells women's clothing and accessories with a focus on buyers who have relatively modest means. For this specific purpose, the firm has rolled out several marketing initiatives aimed at women of a specific demographic. This is an example of _____.

Answer: target marketing

Kao Corp., a deodorant manufacturer, invited teenage girls to make an ad that would encourage other girls to buy the product. This program is an example of _____.

Answer: consumer-generated marketing

Hank is an assistant marketing director for a firm in a market with many low-margin customers. What type of relationship with these customers would be the most profitable for him?

Answer: basic relationships

The marketing concept takes a(n) _____. It starts with a well-defined market, focuses on customer needs, and integrates all the marketing activities that affect customers.

Answer: outside-in perspective

Which of the following is the aim of the product concept?

Answer: focus on making continuous product improvements

Chapter 31 Marketing Essentials Review Answer Key

L Cohen



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