# Unit 01: Marketing Definition and Principles

## Author: Dionne Mahaffey

Lecturer @The Saylor Academy

Published 2014

#### Create, Share, and Discover Online Quizzes.

QuizOver.com is an intuitive and powerful online quiz creator. learn more

Join QuizOver.com



How to Analyze Stocks

By Yasser Ibrahim

1 month ago 12 Responses Official Honden Mohr



Pre Employment English ByKathaina jannifarN

5 months ago 19 Responses Officie: Alden



Lean Startup Quiz By Yosserlbrohim

2 months ago 16 Responses Office: Geletithe Occa

Powered by QuizOver.com

### The Leading Online Quiz & Exam Creator

Create, Share and Discover Quizzes & Exams

http://www.quizover.com

#### Disclaimer

All services and content of QuizOver.com are provided under QuizOver.com terms of use on an "as is" basis, without warranty of any kind, either expressed or implied, including, without limitation, warranties that the provided services and content are free of defects, merchantable, fit for a particular purpose or non-infringing.

The entire risk as to the quality and performance of the provided services and content is with you.

In no event shall QuizOver.com be liable for any damages whatsoever arising out of or in connection with the use or performance of the services.

Should any provided services and content prove defective in any respect, you (not the initial developer, author or any other contributor) assume the cost of any necessary servicing, repair or correction.

This disclaimer of warranty constitutes an essential part of these "terms of use".

No use of any services and content of QuizOver.com is authorized hereunder except under this disclaimer.

The detailed and up to date "terms of use" of QuizOver.com can be found under:

http://www.QuizOver.com/public/termsOfUse.xhtml

#### eBook Content License

Dionne Mahaffey, Tamara Gillis, and Steven Van Hook. (The Saylor Academy), http://www.saylor.org/courses/bus203/

**Creative Commons License** 

Attribution-NonCommercial-NoDerivs 3.0 Unported (CC BY-NC-ND 3.0)

http://creativecommons.org/licenses/by-nc-nd/3.0/

You are free to:

Share: copy and redistribute the material in any medium or format

The licensor cannot revoke these freedoms as long as you follow the license terms.

Under the following terms:

Attribution: You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.

NonCommercial: You may not use the material for commercial purposes.

NoDerivatives: If you remix, transform, or build upon the material, you may not distribute the modified material.

No additional restrictions: You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits.

#### Table of Contents

Quiz Permalink: http://www.quizover.com/question/unit-01-marketing-definition-and-principles-by-dionne-the-saylor

Author Profile: http://www.quizover.com/user/profile/dionne.mahaffey

1. Unit 01: Marketing Definition and Principles

- 4. Chapter: Unit 01: Marketing Definition and Principles
- 1. Unit 01: Marketing Definition and Principles Questions

4.1.1. A company that defines its marketing concept or marketing philosoph...

#### Author: Dionne Mahaffey

A company that defines its marketing concept or marketing philosophy as competing through product innovation and by reducing production costs is said to be \_\_\_\_\_.

Please choose only one answer:

- cost-oriented
- market-oriented
- production-oriented
- service-oriented

Check the answer of this question online at QuizOver.com: Question: A company that defines its marketing Dionne Mahaffey @The Saylor

Flashcards: http://www.quizover.com/flashcards/a-company-that-defines-its-marketing-dionne-mahaffey-the-saylor?pdf=3044

Interactive Question: http://www.quizover.com/question/a-company-that-defines-its-marketing-dionne-mahaffey-the-saylor?pdf=3044 4.1.2. A company whose marketing concept or marketing philosophy is define...

#### Author: Dionne Mahaffey

A company whose marketing concept or marketing philosophy is defined as satisfying customer wants and needs is said to be \_\_\_\_\_.

Please choose only one answer:

- customer-centered
- market-oriented
- production-oriented
- service-oriented

Check the answer of this question online at QuizOver.com: Question: A company whose marketing concept or Dionne Mahaffey @The Saylor

Flashcards: http://www.quizover.com/flashcards/a-company-whose-marketing-concept-or-dionne-mahaffey-the-saylor?pdf=3044

Interactive Question: http://www.quizover.com/question/a-company-whose-marketing-concept-or-dionne-mahaffey-the-saylor?pdf=3044 4.1.3. A company whose marketing concept or marketing philosophy is define...

#### Author: Dionne Mahaffey

A company whose marketing concept or marketing philosophy is defined by a heavy emphasis on advertising is said to be \_\_\_\_\_.

Please choose only one answer:

- customer-centered
- market-oriented
- production-oriented
- selling-oriented

Check the answer of this question online at QuizOver.com: Question: A company whose marketing concept or Dionne Mahaffey @The Saylor

Flashcards:

http://www.quizover.com/flashcards/a-company-whose-marketing-concept-or-dionne-mahaffey-the-saylo-6108851?pdf=3044

Interactive Question: http://www.quizover.com/question/a-company-whose-marketing-concept-or-dionne-mahaffey-the-saylo-6108851?pdf=3044 4.1.4. Advertising, public relations, publicity, personal selling, and dir...

#### Author: Dionne Mahaffey

Advertising, public relations, publicity, personal selling, and direct marketing are examples of which aspect of the traditional marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: Advertising public relations publicity Dionne Mahaffey @The Saylor

Flashcards: http://www.quizover.com/flashcards/advertising-public-relations-publicity-dionne-mahaffey-the-saylor?pdf=3044

Interactive Question: http://www.quizover.com/question/advertising-public-relations-publicity-dionne-mahaffey-the-saylor?pdf=3044 4.1.5. Also known as offerings, the good and services a company offers to ...

#### Author: Dionne Mahaffey

Also known as offerings, the good and services a company offers to its consumers describes which component of the traditional marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: Also known as offerings the good and Dionne Mahaffey Saylor Academy

Flashcards:

http://www.quizover.com/flashcards/also-known-as-offerings-the-good-and-dionne-mahaffey-saylor-academy?pdf=3044

Interactive Question: http://www.quizover.com/question/also-known-as-offerings-the-good-and-dionne-mahaffey-saylor-academy?pdf=3044

4.1.6.	Billboards	along	the	highway	are an	examp	ole of	

Author: Dionne Mahaffey

Billboards along the highway are an example of \_\_\_\_\_.

Please choose only one answer:

- advertising
- direct marketing
- public relations
- sales promotions

Check the answer of this question online at QuizOver.com: Question: Billboards along the highway are an example Dionne Saylor Academy

Flashcards:

http://www.quizover.com/flashcards/billboards-along-the-highway-are-an-example-dionne-saylor-academy?pdf=3044

Interactive Question:

http://www.quizover.com/question/billboards-along-the-highway-are-an-example-dionne-saylor-academy?pdf=3044

4.1.7. How a company lets consumers know that a product or service is avai...

#### Author: Dionne Mahaffey

How a company lets consumers know that a product or service is available describes which component of the traditional marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: How a company lets consumers know that a Dionne Mahaffey @The

Flashcards: http://www.quizover.com/flashcards/how-a-company-lets-consumers-know-that-a-dionne-mahaffey-the?pdf=3044

Interactive Question: http://www.quizover.com/question/how-a-company-lets-consumers-know-that-a-dionne-mahaffey-the?pdf=3044 4.1.8. How much a company charges a customer for a product or service is a...

#### Author: Dionne Mahaffey

How much a company charges a customer for a product or service is a traditional description of which component of the traditional marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: How much a company charges a customer for Dionne Mahaffey @The Principles

Flashcards:

http://www.quizover.com/flashcards/how-much-a-company-charges-a-customer-for-dionne-mahaffey-the-principl?pdf=3044

Interactive Question: http://www.quizover.com/question/how-much-a-company-charges-a-customer-for-dionne-mahaffey-the-principl?pdf=3044 4.1.9. In simplest terms, where a product or service can be found defines ...

#### Author: Dionne Mahaffey

In simplest terms, where a product or service can be found defines which component of the traditional marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: In simplest terms where a product or Dionne Mahaffey @The Saylor

Flashcards: http://www.quizover.com/flashcards/in-simplest-terms-where-a-product-or-dionne-mahaffey-the-saylor?pdf=3044

Interactive Question: http://www.quizover.com/question/in-simplest-terms-where-a-product-or-dionne-mahaffey-the-saylor?pdf=3044 4.1.10. In the consumer-side marketing model (the four Cs of marketing), cu...

#### Author: Dionne Mahaffey

In the consumer-side marketing model (the four Cs of marketing), customer value describes how a product benefits a customer and corresponds to which of the traditional components of the marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: In the consumer-side marketing model the Dionne Mahaffey Saylor Principles

Flashcards: http://www.quizover.com/flashcards/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylor-princi?pdf=3044

Interactive Question: http://www.quizover.com/question/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylor-princi?pdf=3044 4.1.11. In the consumer-side marketing model (the four Cs of marketing), co...

#### Author: Dionne Mahaffey

In the consumer-side marketing model (the four Cs of marketing), cost to the customer corresponds to which of the traditional components of the marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: In the consumer-side marketing model the Dionne Mahaffey Saylor Principles

Flashcards: http://www.quizover.com/flashcards/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6109898?pdf=3044

Interactive Question: http://www.quizover.com/question/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6109898?pdf=3044 4.1.12. In the consumer-side marketing model (the four Cs of marketing), co...

#### Author: Dionne Mahaffey

In the consumer-side marketing model (the four Cs of marketing), convenience for the buyer corresponds to which of the traditional components of the marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: In the consumer-side marketing model the Dionne Mahaffey Saylor Principles

Flashcards: http://www.quizover.com/flashcards/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6110028?pdf=3044

Interactive Question: http://www.quizover.com/question/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6110028?pdf=3044 4.1.13. In the consumer-side marketing model (the four Cs of marketing), co...

#### Author: Dionne Mahaffey

In the consumer-side marketing model (the four Cs of marketing), communication between the seller and customer is a characterized as a two-way conversation and corresponds to which of the traditional components of the marketing mix?

Please choose only one answer:

- Product
- Place
- Price
- Promotion

Check the answer of this question online at QuizOver.com: Question: In the consumer-side marketing model the Dionne Mahaffey Saylor Principles

Flashcards:

http://www.quizover.com/flashcards/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6110164?pdf=3044

Interactive Question: http://www.quizover.com/question/in-the-consumer-side-marketing-model-the-dionne-mahaffey-saylo-6110164?pdf=3044 4.1.14. Of the four activities that make up marketing, which may be describ...

#### Author: Dionne Mahaffey

Of the four activities that make up marketing, which may be described as getting offerings to the consumer in a way that optimizes value?

Please choose only one answer:

- Creating
- Communicating
- Delivering
- Exchanging

Check the answer of this question online at QuizOver.com: Question: Of the four activities that make up Dionne Mahaffey Saylor Academy

Flashcards: http://www.quizover.com/flashcards/of-the-four-activities-that-make-up-dionne-mahaffey-saylor-academy?pdf=3044

Interactive Question: http://www.quizover.com/question/of-the-four-activities-that-make-up-dionne-mahaffey-saylor-academy?pdf=3044 4.1.15. Of the four activities that make up marketing, which may be describ...

#### Author: Dionne Mahaffey

Of the four activities that make up marketing, which may be described as trading value for offerings?

Please choose only one answer:

- Creating
- Communicating
- Delivering
- Exchanging

Check the answer of this question online at QuizOver.com: Question: Of the four activities that make up Dionne Mahaffey Saylor Academy

Flashcards:

http://www.quizover.com/flashcards/of-the-four-activities-that-make-up-dionne-mahaffey-saylor-aca-6110460?pdf=3044

Interactive Question:

http://www.quizover.com/question/of-the-four-activities-that-make-up-dionne-mahaffey-saylor-aca-6110460?pdf=3044

4.1.16. The primary aim of ethical business behavior is to	4.	1.16.	The	primary	aim	of	ethical	business	behavior	is to	
--	----	-------	-----	---------	-----	----	---------	----------	----------	-------	--

#### Author: Dionne Mahaffey

The primary aim of ethical business behavior is to \_\_\_\_\_.

Please choose only one answer:

- make as much profit for the company regardless of legal considerations
- manipulate consumers
- engender public trust
- reduce law suits

Check the answer of this question online at QuizOver.com: Question: The primary aim of ethical business behavior Dionne Saylor Academy

Flashcards:

http://www.quizover.com/flashcards/the-primary-aim-of-ethical-business-behavior-dionne-saylor-academy?pdf=3044

Interactive Question:

http://www.quizover.com/question/the-primary-aim-of-ethical-business-behavior-dionne-saylor-academy?pdf=3044

4.1.17. The traditional marketing mix is known as the four Ps and includes ...

#### Author: Dionne Mahaffey

The traditional marketing mix is known as the four Ps and includes \_\_\_\_\_\_.

Please choose only one answer:

- product, promotion, place, and price
- premium, public relations, preparation, and practice
- product, public relations, price, and point-of-sale
- product, promotion, praxis, and preparation

Check the answer of this question online at QuizOver.com: Question: The traditional marketing mix is known as Dionne Mahaffey Saylor

Flashcards:

http://www.quizover.com/flashcards/the-traditional-marketing-mix-is-known-as-dionne-mahaffey-saylor?pdf=3044

Interactive Question:

http://www.quizover.com/question/the-traditional-marketing-mix-is-known-as-dionne-mahaffey-saylor?pdf=3044

4.1.18. Three sensitive areas regarding marketing regulation include \_\_\_\_\_\_.

Author: Dionne Mahaffey

Three sensitive areas regarding marketing regulation include \_\_\_\_\_\_.

Please choose only one answer:

- abuse of elderly, billboards, and promotion of alcohol and tobacco products.
- public relations stunts, celebrity endorsements, and promotion of alcohol and tobacco products.
- comparative advertising, marketing targeted at children, and promotion of alcohol and tobacco products.
- survival, sales, and market share.

Check the answer of this question online at QuizOver.com: Question: Three sensitive areas regarding marketing Dionne Mahaffey @The Principles

Flashcards:

http://www.quizover.com/flashcards/three-sensitive-areas-regarding-marketing-dionne-mahaffey-the-principl?pdf=3044

Interactive Question:

http://www.quizover.com/question/three-sensitive-areas-regarding-marketing-dionne-mahaffey-the-principl?pdf=3044

#### 4.1.19. What are the four activities that define marketing?

#### Author: Dionne Mahaffey

What are the four activities that define marketing?

Please choose only one answer:

- Creating, communicating, delivering, and exchanging
- Calculating, customers, collaborating, and evaluation
- Vendors, suppliers, salesmen, and executives
- Trading, offering, learning, and creating

Check the answer of this question online at QuizOver.com: Question: What are the four activities that define Dionne Mahaffey Saylor Principles

Flashcards:

http://www.quizover.com/flashcards/what-are-the-four-activities-that-define-dionne-mahaffey-saylor-princi?pdf=3044

Interactive Question:

http://www.quizover.com/question/what-are-the-four-activities-that-define-dionne-mahaffey-saylor-princi?pdf=3044

4.1.20. What is the difference between ethics and social responsibility?

#### Author: Dionne Mahaffey

What is the difference between ethics and social responsibility?

Please choose only one answer:

- The concept of ethics focuses on doing no harm, while the concept of social responsibility requires companies to actively seek to improve the lot of others.
- The concept of ethics focuses on making a profit at any expense, while the concept of social responsibility requires companies to do no harm.
- The concept of ethics is universal and the same in all cultures, while the concept of social responsibility only an American issue.
- Ethics and social responsibility are exactly the same concepts.

Check the answer of this question online at QuizOver.com: Question: What is the difference between ethics and Dionne Mahaffey Saylor

Flashcards:

http://www.quizover.com/flashcards/what-is-the-difference-between-ethics-and-dionne-mahaffey-saylor?pdf=3044

Interactive Question:

http://www.quizover.com/question/what-is-the-difference-between-ethics-and-dionne-mahaffey-saylor?pdf=3044

4.1.21. Which of the following are issues of concern to marketers when appl...

#### Author: Dionne Mahaffey

Which of the following are issues of concern to marketers when applying ethical standards to their practices?

Please choose only one answer:

- Being honest and truthful
- Being responsible to customers and society
- Abiding by fair competition principles
- All of these are ethical standards to consider.

Check the answer of this question online at QuizOver.com: Question: Which of the following are issues of Dionne Mahaffey Saylor Academy

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-are-issues-of-dionne-mahaffey-saylor-academy?pdf=3044

Interactive Question:

http://www.quizover.com/question/which-of-the-following-are-issues-of-dionne-mahaffey-saylor-academy?pdf=3044

4.1.22. Which of the following best describe the concepts that influence th...

Author: Dionne Mahaffey

Which of the following best describe the concepts that influence the price of a product or service?

Please choose only one answer:

- Design, development, materials, and taxation
- Design, delivery, development, and demand
- Demand, competition, cost, and government
- Cost, communication, convenience, and competition

Check the answer of this question online at QuizOver.com: Question: Which of the following best describe the Dionne Mahaffey Saylor Principles

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-best-describe-the-dionne-mahaffey-saylor-princi?pdf=3044

Interactive Question:

http://www.quizover.com/question/which-of-the-following-best-describe-the-dionne-mahaffey-saylor-princi?pdf=3044

4.1.23. Which of the following best describe the new offering-development p...

Author: Dionne Mahaffey

Which of the following best describe the new offering-development process?

Please choose only one answer:

- Ideation, design, testing, screening, development, and evaluation
- Product design, testing, feature screening, and commercialization
- Idea generation, development, and commercialization
- Idea generation, idea screening, feature specification, development, testing, commercialization, and evaluation

Check the answer of this question online at QuizOver.com: Question: Which of the following best describe the Dionne Mahaffey Saylor Principles

Flashcards: http://www.quizover.com/flashcards/which-of-the-following-best-describe-the-dionne-mahaffey-saylo-6111786?pdf=3044

Interactive Question: http://www.quizover.com/question/which-of-the-following-best-describe-the-dionne-mahaffey-saylo-6111786?pdf=3044 4.1.24. Which of the following concepts is/are related to the component of ...

Author: Dionne Mahaffey

Which of the following concepts is/are related to the component of place in the traditional marketing mix?

Please choose only one answer:

- The ease for a customer to find information about a product or service
- How the product gets from the producer to the consumer
- Both A and B
- None of these

Check the answer of this question online at QuizOver.com: Question: Which of the following concepts is/are Dionne Mahaffey Saylor Principles

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-concepts-is-are-dionne-mahaffey-saylor-principl?pdf=3044

Interactive Question:

http://www.quizover.com/question/which-of-the-following-concepts-is-are-dionne-mahaffey-saylor-principl?pdf=3044

#### 4.1.25. Which of the following statements are true about ethics and marketing?

#### Author: Dionne Mahaffey

Which of the following statements are true about ethics and marketing?

Please choose only one answer:

- Ethics are universal; what is ethical in one country is ethical in all countries.
- Every country and every culture has its own ethical foundations, beliefs, lifestyles, and choices.
- Creating a business code of ethics for global marketplace is not necessary.
- All of these are true.

Check the answer of this question online at QuizOver.com: Question: Which of the following statements are true Dionne Mahaffey Saylor

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-statements-are-true-dionne-mahaffey-saylor?pdf=3044

Interactive Question:

http://www.quizover.com/question/which-of-the-following-statements-are-true-dionne-mahaffey-saylor?pdf=3044

#### 4.1.26. Which of the following statements is true?

#### Author: Dionne Mahaffey

Which of the following statements is true?

Please choose only one answer:

- Advertising is the free distribution of information about a product or service in the marketplace.
- Advertising and marketing are two terms that describe the same process.
- Advertising involves paying to distribute a message that identifies a product or service or an
  organization to many people at one time.
- Advertising is a process exclusively conducted using traditional media like newspapers and broadcast television.

Check the answer of this question online at QuizOver.com: Question: Which of the following statements is true Dionne Mahaffey Saylor

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-statements-is-true-dionne-mahaffey-sayl-6112643?pdf=3044

Interactive Question: http://www.quizover.com/question/which-of-the-following-statements-is-true-dionne-mahaffey-sayl-6112643?pdf=3044

#### 4.1.27. Which of the following statements is true?

#### Author: Dionne Mahaffey

Which of the following statements is true?

Please choose only one answer:

- Sales and marketing are two terms for the same process.
- Sales and advertising are two terms for the same process.
- Sales is part of the promotions component of the marketing process.
- All of these are true.

Check the answer of this question online at QuizOver.com: Question: Which of the following statements is true Dionne Mahaffey Saylor

Flashcards:

http://www.quizover.com/flashcards/which-of-the-following-statements-is-true-dionne-mahaffey-sayl-6112942?pdf=3044

Interactive Question:

http://www.quizover.com/question/which-of-the-following-statements-is-true-dionne-mahaffey-sayl-6112942?pdf=3044

4.1.28. Which of the following statements is/are true about ethical behavio...

Author: Dionne Mahaffey

Which of the following statements is/are true about ethical behavior in companies?

Please choose only one answer:

- Ethical codes of conduct only apply to marketing departments.
- Executives are exempt from business ethics.
- Some companies have developed ethical codes of conduct for their employees to ensure that all relationships of the company are conducted ethically.
- All of these statements are true.

Check the answer of this question online at QuizOver.com: Question: Which of the following statements is/are Dionne Mahaffey Saylor Principles

Flashcards: http://www.quizover.com/flashcards/which-of-the-following-statements-is-are-dionne-mahaffey-saylor-princi?pdf=3044

Interactive Question: http://www.quizover.com/question/which-of-the-following-statements-is-are-dionne-mahaffey-saylor-princi?pdf=3044 4.1.29. \_\_\_\_\_ involves developing an interactive relationship between a b...

#### Author: Dionne Mahaffey

\_\_\_\_\_ involves developing an interactive relationship between a buyer and a seller using an interpersonal medium.

Please choose only one answer:

- Direct marketing
- Public relations
- Publicity
- Personal selling

Check the answer of this question online at QuizOver.com: Question: involves developing an interactive Dionne Mahaffey @The Saylor Principles

Flashcards: http://www.quizover.com/flashcards/involves-developing-an-interactive-dionne-mahaffey-the-saylor-principl?pdf=3044

Interactive Question: http://www.quizover.com/question/involves-developing-an-interactive-dionne-mahaffey-the-saylor-principl?pdf=3044 4.1.30. \_\_\_\_\_ is/are developed to get customers and potential customers t...

#### Author: Dionne Mahaffey

\_\_\_\_\_\_ is/are developed to get customers and potential customers to take action quickly, make larger purchases, and make repeat purchases.

Please choose only one answer:

- Direct marketing
- Public relations
- Publicity
- Sales promotions

Check the answer of this question online at QuizOver.com: Question: is/are developed to get customers and Dionne Mahaffey @The Saylor

Flashcards: http://www.quizover.com/flashcards/is-are-developed-to-get-customers-and-dionne-mahaffey-the-saylor?pdf=3044

Interactive Question: http://www.quizover.com/question/is-are-developed-to-get-customers-and-dionne-mahaffey-the-saylor?pdf=3044