PART-B

Answer the following Compulsory Question (1X12=12M)

8 Case Study:

Test the following data for four Sale men performance in four Areas of sales results (Rs.in Lacs) with Two-Way ANOVA

[12M]

Region	Sales Man 1	Sales Man 2	Sales Man 3	Sales Man 4
Area A	10	15	14	20
Area B	20	18	16	16
Area C	30	16	18	18
Area D	40	15	20	14

Conduct ANOVA to check whether (at 5% level of significance F tv. of 3:9 d.f is 3.86)

- a) There is any significance difference among sales revenue of sales men.
- b) There is any significance difference among sales revenue in Regional Areas.

5. Profitability index at 10% discounting rate.

PACE INSTITUTE OF TECHNOLOGY& SCIENCES::ONGOLE (AUTONOMOUS)

MBA II SEMESTER END SUPPLEMENTARY EXAMINATIONS, SEPT/OCT - 2022 MARKETING MANAGEMENT

(Common to all Specializations)

Time: 3 hours Max. Marks: 60

Note: Question Paper consists of Two parts (Parts-A and Part-B) PART-A

Answer any **Four** questions in Part-A (4X12=48M)

- Explain pros and cons of Indian Market Environment to attract foreign direct [12M] investment.
- What do you mean by' positioning 'and Explain the positioning strategies of [12M] APPLE company
- 3 'Each method of Pricing has a set of specific objectives to accomplish' Discuss [12M]
- 4 "The effectiveness of Direct marketing depends on Effective sales force management" Discuss
- 5 a) Explain the terms Needs, Wants and Demand. [6M]
 - b) Draw the difference between Sales and Marketing [6M]
- 6 Explains various issues involved in Control of Marketing Performance [12M]
- 7 a) Discuss the role of Advertising in Marketing [6M]
 - b) Explain the concept of Adopting price

PART-B

Answer the following Compulsory Question (1X12=12M)

8 Case Study:

[12M]

[6M]

The Pizza Puzzle (Deceptive Advertising)

George Hansen is General Manager for the Marigold Inn in Augusta, Georgia. Sharon Coombs is Restaurant and Food Services Manager for the Inn. She reports to George. Two years ago, Sharon noticed a decline in room service business, the highest margin portion of her operation. This decline coincided with an increase in the national sales of pizza delivery and carryout firms as well as an increase in the number of empty pizza boxes from these firms being left in guest rooms in the Inn. Her immediate response was to install a pizza oven in the kitchen and offer room service pizza to guests. The effort met with modest success, though it was well below her expectations. Questionnaires completed by departing guests revealed a problem of product quality.

Focusing on this problem, Sharon improved the Inn's pizza until blind taste tests judged it at least equal in quality to the products of the two major pizza delivery competitors in Augusta. Sales did not improve, convincing Sharon that the problem was a perceived mismatch between the hotel's image and guests'

Code No: PP18MBT09

expectations of pizza makers. Guests simply did not seem to believe that the traditional steak and seafood restaurant at the Inn could make a high-quality, authentic pizza. Based on this conclusion, Sharon presented the following proposal to George:

R18

"Sales of room service pizza are stagnant due to guests' misperception that our product is lower in quality than that of competitors. This misperception is based on the belief that until we disassociate our pizza from the Marigold Inn name. Therefore, to capture more room service pizza business, we should create a 'Napoli Pizza' image for our guest room delivery service by:

Preparing 'Napoli Pizza' brochures for each guest room, complete with a phone number with a prefix different from that of Marigold Inn. The number will reach a special phone in room service, which will be answered, Napoli Pizza, authentic Italian pizza from old, family recipes.'

Using special 'Napoli Pizza' boxes for delivering room service pizza to guests.

Issuing 'Napoli Pizza' hats and jackets to room service personnel for use in pizza delivery. Room service waiters and waitresses will wear these garments to deliver pizza. They will change to their regular uniforms for other deliveries."

Ouestions

Discuss the reasons for the consumer misperception about Pizza service How should George respond to this proposal?

8

likely to be 15 percent in the total cost. The cost of processing an order is Rs. 480/- per order. You are required to calculate the Economic Order Quantity?
