

SECTION II (50 Marks)

Answer all FIVE questions

11 What is Social Marketing?

12. Write a note on Customer Relationship Management.

- 13. What is Market Research?
- 14. Explain the term 'Brand'.
- 15. Define Market Segmentation.

Answer any TWO questions

(2 x 10 = 20 Marks)

(5 x2 = 10 Marks)

- 16. Define Pricing. Explain the objectives of Pricing.
- 17. What is Marketing Mix? Explain the elements of Marketing Mix.
- 18. Discuss the Approaches to the study of Marketing.

Answer any ONE question

(1 x 20 = 20 Marks)

- 19. Define Marketing. Explain the Functions of Marketing with example.
- 20. What is Sales Promotion? Bring out the objectives of Sales Promotion.
