CHAPTER 5 MARKETING ESSENTIALS TEST

CHAPTER 5 MARKETING ESSENTIALS TEST CHAPTER 5 MARKETING ESSENTIALS TEST MASTERING THE FUNDAMENTALS THIS BLOG POST WILL DELVE INTO THE CRUCIAL CONCEPTS COVERED IN CHAPTER 5 OF A HYPOTHETICAL MARKETING TEXTBOOK WELL EXPLORE KEY MARKETING ESSENTIALS ANALYZE CURRENT TRENDS SHAPING THE LANDSCAPE AND DISCUSS THE ETHICAL CONSIDERATIONS THAT MUST BE ADDRESSED THIS COMPREHENSIVE GUIDE IS DESIGNED TO HELP YOU UNDERSTAND AND APPLY THESE PRINCIPLES IN YOUR OWN MARKETING ENDEAVORS MARKETING ESSENTIALS MARKETING STRATEGY TARGET AUDIENCE MARKET RESEARCH PRODUCT POSITIONING VALUE PROPOSITION MARKETING MIX DIGITAL MARKETING SOCIAL MEDIA MARKETING ETHICAL MARKETING CONSUMER BEHAVIOR BRANDING CUSTOMER RELATIONSHIP MANAGEMENT CHAPTER 5 LAYS THE FOUNDATION FOR EFFECTIVE MARKETING BY INTRODUCING ESSENTIAL CONCEPTS WELL EXPLORE UNDERSTANDING THE TARGET AUDIENCE DEFINING YOUR IDEAL CUSTOMER AND THEIR NEEDS WANTS AND BEHAVIORS CONDUCTING MARKET RESEARCH GATHERING DATA TO INFORM YOUR DECISIONS AND UNDERSTAND YOUR COMPETITIVE LANDSCAPE CRAFTING A COMPELLING VALUE PROPOSITION CLEARLY COMMUNICATING THE UNIQUE BENEFITS YOUR PRODUCT OR SERVICE OFFERS DEVELOPING A WINNING MARKETING MIX UTILIZING THE 4PS OF MARKETING PRODUCT PRICE PLACE PROMOTION STRATEGICALLY LEVERAGING DIGITAL MARKETING TOOLS EMPLOYING ONLINE PLATFORMS SOCIAL MEDIA AND CONTENT MARKETING TO REACH YOUR AUDIENCE BUILDING BRAND AWARENESS AND LOYALTY ESTABLISHING A STRONG BRAND IDENTITY AND FOSTERING POSITIVE CUSTOMER RELATIONSHIPS ADDRESSING ETHICAL CONSIDERATIONS IN MARKETING ENGAGING IN RESPONSIBLE AND TRANSPARENT PRACTICES THAT BUILD TRUST WITH YOUR AUDIENCE ANALYSIS OF CURRENT TRENDS THE MARKETING LANDSCAPE IS CONSTANTLY EVOLVING DRIVEN BY TECHNOLOGICAL ADVANCEMENTS CHANGING CONSUMER BEHAVIOR AND THE rise of New Platforms Here are some key trends to 2 consider Personalization Consumers expect tailored experiences and marketers are using DATA AND TECHNOLOGY TO DELIVER PERSONALIZED MESSAGES AND RECOMMENDATIONS MOBILEFIRST APPROACH WITH THE MAJORITY OF INTERNET ACCESS OCCURRING ON MOBILE DEVICES OPTIMIZING FOR MOBILE IS CRUCIAL INFLUENCER MARKETING COLLABORATIONS WITH INFLUENTIAL FIGURES CAN BUILD CREDIBILITY AND REACH TARGETED AUDIENCES VIDEO MARKETING ENGAGING AND INFORMATIVE VIDEOS ARE BECOMING INCREASINGLY POPULAR FOR STORYTELLING AND BRAND PROMOTION DATADRIVEN DECISION MAKING UTILIZING DATA ANALYTICS TO TRACK PERFORMANCE OPTIMIZE CAMPAIGNS AND UNDERSTAND CUSTOMER BEHAVIOR ARTIFICIAL INTELLIGENCE ALAL IS BEING USED TO AUTOMATE TASKS PERSONALIZE CONTENT AND IMPROVE CUSTOMER EXPERIENCE SOCIAL RESPONSIBILITY CONSUMERS ARE INCREASINGLY PRIORITIZING BRANDS THAT ALIGN WITH THEIR VALUES AND MAKE POSITIVE SOCIETAL CONTRIBUTIONS DISCUSSION OF ETHICAL Considerations Marketing plays a vital role in shaping consumer perceptions and influencing purchasing decisions Its crucial to engage in ETHICAL PRACTICES THAT BUILD TRUST AND RESPECT WITH YOUR AUDIENCE THIS INCLUDES HONESTY AND TRANSPARENCY PROVIDING ACCURATE INFORMATION ABOUT YOUR PRODUCTS AND SERVICES AVOIDING DECEPTIVE CLAIMS OR MISLEADING ADVERTISING PRIVACY PROTECTION RESPECTING CONSUMER DATA PRIVACY AND ENSURING RESPONSIBLE USE OF PERSONAL INFORMATION FAIR PRICING AVOIDING PREDATORY PRICING PRACTICES AND OFFERING FAIR VALUE FOR YOUR OFFERINGS ENVIRONMENTAL RESPONSIBILITY CONSIDERING THE ENVIRONMENTAL IMPACT OF YOUR PRODUCTS AND MARKETING CAMPAIGNS SOCIAL RESPONSIBILITY Engaging in practices that promote diversity inclusion and responsible social impact. Avoiding manipulation Ensuring your marketing efforts ARE BASED ON GENUINE VALUE PROPOSITIONS AND AVOID MANIPULATIVE TACTICS RESPECTING CULTURAL DIFFERENCES ADAPTING YOUR MARKETING MESSAGES AND STRATEGIES TO DIFFERENT CULTURES AND SENSITIVITIES APPLYING CHAPTER 5 ESSENTIALS IN YOUR MARKETING EFFORTS BY UNDERSTANDING THE FUNDAMENTALS OF MARKETING YOU CAN CREATE EFFECTIVE CAMPAIGNS THAT 3 REACH YOUR TARGET AUDIENCE BUILD BRAND LOYALTY AND DRIVE BUSINESS GROWTH HERE ARE SOME KEY STEPS 1 DEFINE YOUR TARGET AUDIENCE CONDUCT THOROUGH RESEARCH TO UNDERSTAND YOUR IDEAL CUSTOMERS DEMOGRAPHICS PSYCHOGRAPHICS AND PURCHASING BEHAVIOR 2 CONDUCT MARKET RESEARCH GATHER DATA ABOUT YOUR COMPETITORS INDUSTRY TRENDS AND MARKET OPPORTUNITIES 3 CRAFT A COMPELLING VALUE PROPOSITION CLEARLY ARTICULATE THE UNIQUE BENEFITS YOUR PRODUCT OR SERVICE OFFERS COMPARED TO YOUR COMPETITORS 4 DEVELOP A MARKETING MIX STRATEGICALLY COMBINE THE 4PS OF MARKETING PRODUCT PRICE PLACE PROMOTION TO ACHIEVE YOUR GOALS 5 EMBRACE DIGITAL MARKETING TOOLS UTILIZE SOCIAL MEDIA CONTENT MARKETING EMAIL MARKETING AND SEARCH ENGINE OPTIMIZATION SEO TO REACH YOUR AUDIENCE 6 BUILD BRAND AWARENESS AND LOYALTY CREATE A STRONG BRAND IDENTITY ENGAGE WITH YOUR AUDIENCE AND PROVIDE EXCELLENT CUSTOMER SERVICE 7 BE ETHICAL AND RESPONSIBLE FOLLOW ETHICAL GUIDELINES AND PRIORITIZE TRANSPARENCY HONESTY AND RESPECT FOR YOUR AUDIENCE CONCLUSION MASTERING THE MARKETING ESSENTIALS OUTLINED IN CHAPTER 5 IS CRUCIAL FOR BUILDING A SUCCESSFUL BRAND AND ACHIEVING YOUR MARKETING OBJECTIVES BY STAYING INFORMED ABOUT CURRENT TRENDS EMBRACING ETHICAL PRACTICES AND APPLYING THESE FUNDAMENTAL PRINCIPLES YOU CAN EFFECTIVELY ENGAGE YOUR TARGET AUDIENCE FOSTER BRAND LOYALTY AND DRIVE SUSTAINABLE GROWTH

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BUTTERWORTH HEINEMANN S CIM COURSEBOOKS HAVE BEEN DESIGNED TO MATCH THE SYLLABUS AND LEARNING OUTCOMES OF OUR NEW QUALIFICATIONS AND SHOULD BE USEFUL AIDS IN HELPING STUDENTS UNDERSTAND THE COMPLEXITIES OF MARKETING THE DISCUSSION AND PRACTICAL APPLICATION OF THEORIES AND CONCEPTS WITH RELEVANT EXAMPLES AND CASE STUDIES SHOULD HELP READERS MAKE IMMEDIATE USE OF THEIR KNOWLEDGE AND SKILLS GAINED FROM THE QUALIFICATIONS PROFESSOR KEITH FLETCHER DIRECTOR OF EDUCATION THE CHARTERED INSTITUTE OF MARKETING HERE IN DUBAI WE HAVE USED THE BUTTERWORTH HEINEMANN COURSEBOOKS IN THEIR VARIOUS FORMS SINCE THE VERY BEGINNING AND HAVE FOUND THEM MOST USEFUL AS A SOURCE OF RECOMMENDED READING MATERIAL AS WELL AS EXAMINATION PREPARATION ALUN EPPS CIM CENTRE CO ORDINATOR DUBAI UNIVERSITY COLLEGE UNITED ARAB EMIRATES BUTTERWORTH HEINEMANN S OFFICIAL CIM COURSEBOOKS ARE THE DEFINITIVE COMPANIONS TO THE CIM PROFESSIONAL MARKETING QUALIFICATIONS THE ONLY STUDY MATERIALS

TO BE ENDORSED BY THE CHARTERED INSTITUTE OF MARKETING CIM ALL CONTENT IS CAREFULLY STRUCTURED TO MATCH THE SYLLABUS AND IS WRITTEN IN COLLABORATION WITH THE CIM FACULTY NOW IN FULL COLOUR AND A NEW STUDENT FRIENDLY FORMAT KEY INFORMATION IS EASY TO LOCATE ON EACH PAGE EACH CHAPTER IS PACKED FULL OF CASE STUDIES STUDY TIPS AND ACTIVITIES TO TEST YOUR LEARNING AND UNDERSTANDING AS YOU GO ALONG THE COURSEBOOKS ARE THE ONLY STUDY GUIDE REVIEWED AND APPROVED BY CIM THE CHARTERED INSTITUTE OF MARKETING EACH BOOK IS CRAMMED WITH A RANGE OF LEARNING OBJECTIVES CASES QUESTIONS ACTIVITIES DEFINITIONS STUDY TIPS AND SUMMARIES TO SUPPORT AND TEST YOUR UNDERSTANDING OF THE THEORY PAST EXAMINATION PAPERS AND EXAMINERS REPORTS ARE AVAILABLE ONLINE TO ENABLE YOU TO PRACTISE WHAT HAS BEEN LEARNED AND HELP PREPARE FOR THE EXAM AND PASS FIRST TIME EXTENSIVE ONLINE MATERIALS SUPPORT STUDENTS AND TUTORS AT EVERY STAGE BASED ON AN UNDERSTANDING OF STUDENT AND TUTOR NEEDS GAINED IN EXTENSIVE RESEARCH BRAND NEW ONLINE MATERIALS HAVE BEEN DESIGNED SPECIFICALLY FOR CIM STUDENTS AND CREATED EXCLUSIVELY FOR BUTTERWORTH HEINEMANN CHECK OUT EXAM DATES ON THE ONLINE CALENDAR SEE SYLLABUS LINKS FOR EACH COURSE AND ACCESS EXTRA MINI CASE STUDIES TO CEMENT YOUR UNDERSTANDING EXPLORE MARKETINGONLINE CO UK AND ACCESS ONLINE VERSIONS OF THE COURSEBOOKS AND FURTHER READING FROM ELSEVIER AND BUTTERWORTH HEINEMANN INTERACTIVE FLEXIBLE ACCESSIBLE ANY TIME ANY PLACE MARKETINGONLINE CO UK

BUTTERWORTH HEINEMANN S CIM COURSEBOOKS HAVE BEEN DESIGNED TO MATCH THE SYLLABUS AND LEARNING OUTCOMES OF OUR NEW QUALIFICATIONS AND SHOULD BE USEFUL AIDS IN HELPING STUDENTS UNDERSTAND THE COMPLEXITIES OF MARKETING THE DISCUSSION AND PRACTICAL APPLICATION OF THEORIES AND CONCEPTS WITH RELEVANT EXAMPLES AND CASE STUDIES SHOULD HELP READERS MAKE IMMEDIATE USE OF THEIR KNOWLEDGE AND SKILLS GAINED FROM THE QUALIFICATIONS PROFESSOR KEITH FLETCHER DIRECTOR OF EDUCATION THE CHARTERED INSTITUTE OF MARKETING HERE IN DUBAI WE HAVE USED THE BUTTERWORTH HEINEMANN COURSEBOOKS IN THEIR VARIOUS FORMS SINCE THE VERY BEGINNING AND HAVE FOUND THEM MOST USEFUL AS A SOURCE OF RECOMMENDED READING MATERIAL AS WELL AS EXAMINATION PREPARATION ALUN EPPS CIM CENTRE CO ORDINATOR DUBAI UNIVERSITY COLLEGE UNITED ARAB EMIRATES BUTTERWORTH HEINEMANN S OFFICIAL CIM COURSEBOOKS ARE THE DEFINITIVE COMPANIONS TO THE CIM PROFESSIONAL MARKETING QUALIFICATIONS THE ONLY STUDY MATERIALS TO BE ENDORSED BY THE CHARTERED INSTITUTE OF MARKETING CIM ALL CONTENT IS CAREFULLY STRUCTURED TO MATCH THE SYLLABUS AND IS WRITTEN IN COLLABORATION WITH THE CIM FACULTY NOW IN FULL COLOUR AND A NEW STUDENT FRIENDLY FORMAT KEY INFORMATION IS EASY TO LOCATE ON EACH PAGE EACH CHAPTER IS PACKED FULL OF CASE STUDIES STUDY TIPS AND ACTIVITIES TO TEST YOUR LEARNING AND UNDERSTANDING AS YOU GO ALONG THE COURSEBOOKS ARE THE ONLY STUDY GUIDE REVIEWED AND APPROVED BY CIM THE CHARTERED INSTITUTE OF MARKETING EACH BOOK IS CRAMMED WITH A RANGE OF LEARNING OBJECTIVES CASES QUESTIONS ACTIVITIES DEFINITIONS STUDY TIPS AND SUMMARIES TO SUPPORT AND TEST YOUR UNDERSTANDING OF THE THEORY PAST EXAMINATION PAPERS AND EXAMINERS REPORTS ARE AVAILABLE ONLINE TO ENABLE YOU TO PRACTISE WHAT HAS BEEN LEARNED AND HELP PREPARE FOR THE EXAM AND PASS FIRST TIME EXTENSIVE ONLINE MATERIALS SUPPORT STUDENTS AND TUTORS AT EVERY STAGE BASED ON AN UNDERSTANDING OF STUDENT AND TUTOR NEEDS GAINED IN EXTENSIVE RESEARCH BRAND NEW ONLINE MATERIALS HAVE BEEN DESIGNED SPECIFICALLY FOR CIM STUDENTS AND CREATED EXCLUSIVELY FOR BUTTERWORTH HEINEMANN CHECK OUT EXAM DATES ON THE ONLINE CALENDAR SEE SYLLABUS LINKS FOR EACH COURSE AND ACCESS EXTRA MINI CASE STUDIES TO CEMENT YOUR UNDERSTANDING EXPLORE MARKETINGONLINE CO UK AND ACCESS ONLINE VERSIONS OF THE COURSEBOOKS AND FURTHER READING FROM ELSEVIER AND BUTTERWORTH HEINEMANN INTERACTIVE FLEXIBLE ACCESSIBLE ANY TIME ANY PLACE MARKETINGONLINE CO UK WRITTEN SPECIALLY FOR THE MARKETING FUNDAMENTALS MODULE BY THE SENIOR EXAMINERS THE ONLY COURSEBOOK FULLY ENDORSED BY CIM CONTAINS PAST EXAMINATION PAPERS AND EXAMINERS REPORTS TO ENABLE YOU TO PRACTISE WHAT HAS BEEN LEARNED AND HELP PREPARE FOR THE EXAM

IN TODAY S COMPETITIVE LANDSCAPE UNDERSTANDING MARKETING IS NO LONGER OPTIONAL IT S ESSENTIAL FOR BUSINESSES OF ALL SIZES THIS BOOK MARKETING ESSENTIALS EVERYTHING YOU NEED TO KNOW TO GET STARTED SERVES AS YOUR ONE STOP GUIDE EQUIPPING YOU WITH THE FUNDAMENTAL KNOWLEDGE AND

PRACTICAL STRATEGIES YOU NEED TO SUCCEED MARKETING ESSENTIALS PROVIDES A CLEAR CONCISE AND ENGAGING APPROACH TO MARKETING PACKED WITH REAL WORLD EXAMPLES AND PRACTICAL EXERCISES TO HELP YOU IMPLEMENT YOUR LEARNINGS BY THE END OF THIS BOOK YOU LL BE WELL EQUIPPED TO DEVELOP AND EXECUTE A WINNING MARKETING STRATEGY THAT DRIVES RESULTS FOR YOUR BUSINESS

THE DIGITAL ERA HAS REVOLUTIONIZED HOW BUSINESSES CONNECT COMMUNICATE AND CREATE VALUE FOR THEIR CUSTOMERS MARKETING ONCE CONFINED TO PRINT RADIO AND TELEVISION HAS UNDERGONE A PROFOUND TRANSFORMATION WITH THE ADVENT OF THE INTERNET AND SOCIAL MEDIA TODAY THE MARKETER S TOOLKIT IS REDEFINED BY DATA ANALYTICS SEARCH ENGINE OPTIMIZATION SOCIAL MEDIA ENGAGEMENT AND AUTOMATION TOOLS THAT MAKE INTERACTIONS FASTER SMARTER AND MEASURABLE DIGITAL MARKETING ESSENTIALS A PRACTICAL GUIDE FOR MODERN MARKETERS HAS BEEN CONCEPTUALIZED AND DESIGNED TO SERVE AS A COMPREHENSIVE ACADEMIC AND PRACTICAL REFERENCE FOR LEARNERS EDUCATORS AND PROFESSIONALS NAVIGATING THIS DYNAMIC DIGITAL LANDSCAPE THIS BOOK SYSTEMATICALLY EXPLORES THE FOUNDATIONS AND APPLICATIONS OF DIGITAL MARKETING THROUGH A STRUCTURED LEARNER CENTRIC APPROACH IT COVERS ESSENTIAL AREAS SUCH AS SEARCH ENGINE OPTIMIZATION SEO SEARCH ENGINE MARKETING SEM SOCIAL MEDIA MARKETING CONTENT STRATEGY EMAIL CAMPAIGNS AND DIGITAL ANALYTICS SUPPORTED BY REAL WORLD CASE STUDIES VISUAL FRAMEWORKS AND ACTIONABLE INSIGHTS EACH UNIT AIMS TO BRIDGE THE GAP BETWEEN THEORY AND PRACTICE ENSURING THAT READERS NOT ONLY UNDERSTAND DIGITAL CONCEPTS BUT CAN ALSO APPLY THEM EFFECTIVELY IN PROFESSIONAL SCENARIOS IN DEVELOPING THIS WORK THE EMPHASIS HAS BEEN PLACED ON CLARITY RELEVANCE AND APPLICABILITY THE CHAPTERS ARE ALIGNED WITH THE EVOLVING ACADEMIC CURRICULUM AND INDUSTRY EXPECTATIONS INTEGRATING CONCEPTUAL UNDERSTANDING WITH HANDS ON TOOLS USED BY MODERN MARKETERS THE INCLUSION OF CHECK YOUR PROGRESS SECTIONS PRACTICAL EXAMPLES AND CURATED REFERENCES FURTHER ENHANCES THE READER S ENGAGEMENT AND COMPREHENSION THE AUTHOR EXTENDS HEARTFELT GRATITUDE TO COLLEAGUES MENTORS STUDENTS AND PROFESSIONALS WHO CONTRIBUTED THEIR INSIGHTS AND FEEDBACK DURING THE DEVELOPMENT OF THIS BOOK THEIR ENCOURAGEMENT AND CRITICAL PERSPECTIVES HAVE PLAYED A VITAL ROLE IN REFINING THE CONTENT SPECIAL THANKS ARE DUE TO THE INSTITUTE OF MANAGEMENT STUDIES RANCHI UNIVERSITY FOR FOSTERING AN ENVIRONMENT THAT PROMOTES ACADEMIC EXCELLENCE AND INNOVATION IT IS HOPED THAT THIS BOOK WILL SERVE AS A VALUABLE GUIDE FOR STUDENTS EDUCATORS AND MARKETING PRACTITIONERS SEEKING TO MASTER THE EVOLVING DIMENSIONS OF DIGITAL MARKETING IN A WORLD WHERE TECHNOLOGY CONTINUES TO RESHAPE COMMUNICATION AND COMMERCE THE KNOWLEDGE CONTAINED WITHIN THESE PAGES ASPIRES TO EQUIP READERS WITH BOTH THE STRATEGIC THINKING AND PRACTICAL SKILLS NECESSARY TO THRIVE AS FUTURE READY MARKETERS DR SONI KUMARI ASSISTANT PROFESSOR INSTITUTE OF MANAGEMENT STUDIES RANCHI UNIVERSITY

A CORE TEXT BOOK FOR THE CIM QUALIFICATION

CONSIDERED THE NATION S NUMBER ONE MARKETING PROGRAM MARKETING ESSENTIALS IS THE ESSENTIAL TEXT FOR INTRODUCING STUDENTS TO THE SKILLS STRATEGIES AND TOPICS THAT MAKE UP THE EVER CHANGING WORLD OF MARKETING IT EFFECTIVELY CAPTURES THE EXCITEMENT OF THIS FAST PACED DISCIPLINE WITH ENGROSSING NARRATIVE ENGAGING GRAPHICS AND REAL LIFE CASE STUDIES

THE BASICS OF DESIGN SERVES AS AN ESSENTIAL GUIDE FOR INDIVIDUALS EAGER TO DELVE INTO THE WORLD OF WEB DESIGN AND BROADEN THEIR EXPERTISE ACROSS INTERCONNECTED CREATIVE FIELDS SUCH AS GRAPHIC DESIGN USER EXPERIENCE AND DIGITAL MEDIA THIS COMPREHENSIVE RESOURCE IS TAILORED FOR A WIDE AUDIENCE FROM STUDENTS AIMING TO BUILD A STRONG ACADEMIC FOUNDATION TO PROFESSIONALS SEEKING TO REFINE THEIR SKILLS AND ADVANCE THEIR CAREERS THE BOOK HIGHLIGHTS THE IMPORTANCE OF CONTINUOUS LEARNING AND ADAPTABILITY IN TODAY S FAST PACED AND EVER EVOLVING DIGITAL LANDSCAPE

ENTREPRENEURSHIP MANAGEMENT IS A COMPREHENSIVE GUIDE THAT EXPLORES THE FUNDAMENTALS AND STRATEGIC ASPECTS OF ENTREPRENEURSHIP ESSENTIAL TOPICS SUCH AS BUSINESS PLANNING INNOVATION RESOURCE MANAGEMENT AND LEADERSHIP EMPOWERING READERS TO EFFECTIVELY LAUNCH AND MANAGE THEIR VENTURES IT ALSO EXAMINES THE CHALLENGES AND OPPORTUNITIES IN TODAY S DYNAMIC BUSINESS ENVIRONMENT PROVIDING INSIGHTS ON RISK MANAGEMENT MARKET ANALYSIS AND SUSTAINABLE GROWTH IDEAL FOR ASPIRING ENTREPRENEURS AND BUSINESS STUDENTS THIS BOOK BLENDS THEORETICAL FOUNDATIONS WITH PRACTICAL INSIGHTS OFFERING A ROADMAP FOR SUCCESS IN THE WORLD OF ENTREPRENEURSHIP

FUTRELL S PRAGMATIC APPROACH PULLED FROM HIS OWN EXPERIENCES AS A SALES PROFESSIONAL EMPHASIZES REAL WORLD APPROACHES TO SELLING GLOBAL AND NON TRADITIONAL SELLING SITUATIONS LIKE BUSINESS TO BUSINESS AND SMALL BUSINESS EXCHANGES ARE FEATURED ALONG WITH COVERAGE OF THE IMPACT OF NEW TECHNOLOGIES INCLUDING THE INTERNET ON THE SELLING ENVIRONMENT NEW EXPERIENTIAL EXERCISES AT THE END OF EACH CHAPTER CHALLENGE THE READER TO APPLY THE SELLING CONCEPTS JUST COVERED

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