Assignment 2

Due on 2020-02-12, 23:59 IST.

1. a) Is it true that the forces acting on the Peter's Force's center of gravity are balanced? Explain.
   2. b) Is it true that the forces acting on the Peter's Force's center of gravity are not balanced? Explain.

2. a) In services marketing, outcome values do not include which one of the following?
   b) In services marketing, outcome values do not include which one of the following?
   c) In services marketing, outcome values do not include which one of the following?

3. a) What are the key factors that influence a customer's decision to purchase a service?
   b) What are the key factors that influence a customer's decision to purchase a service?

4. a) If you were a manager of a call center, what would you do to improve the service quality?
   b) If you were a manager of a call center, what would you do to improve the service quality?

5. a) In what ways can you ensure that your team is motivated to achieve the goals?
   b) In what ways can you ensure that your team is motivated to achieve the goals?

6. a) In what ways can you ensure that your team is motivated to achieve the goals?
   b) In what ways can you ensure that your team is motivated to achieve the goals?

7. a) In what ways can you ensure that your team is motivated to achieve the goals?
   b) In what ways can you ensure that your team is motivated to achieve the goals?

8. a) In what ways can you ensure that your team is motivated to achieve the goals?
   b) In what ways can you ensure that your team is motivated to achieve the goals?

9. a) In what ways can you ensure that your team is motivated to achieve the goals?
   b) In what ways can you ensure that your team is motivated to achieve the goals?

10. a) In what ways can you ensure that your team is motivated to achieve the goals?
    b) In what ways can you ensure that your team is motivated to achieve the goals?

11. a) In what ways can you ensure that your team is motivated to achieve the goals?
    b) In what ways can you ensure that your team is motivated to achieve the goals?

12. a) In what ways can you ensure that your team is motivated to achieve the goals?
    b) In what ways can you ensure that your team is motivated to achieve the goals?

13. a) In what ways can you ensure that your team is motivated to achieve the goals?
    b) In what ways can you ensure that your team is motivated to achieve the goals?