**1).**

|  |  |  |
| --- | --- | --- |
| Customer Type | Discount Card | Total Discount |
| New & Willing | Available | 25 |
| New & Willing | Not Available | 15 |
| New & Unwilling | Available | 20 |
| New & Unwilling | Not Available | 0 |
| Old & Holds Loyalty Card | Available | 25 |
| Old & Holds Loyalty Card | Not Available | 10 |
| Old & Doesn’t hold Loyalty Card | Available | 30 |
|  |  |  |

**2).**

*“Ronnie’s Auto must be doing well at this location, because it intends to open a big shop in an adjacent town.”*

The article assumes that the Ronnie’s Auto Repair Shop is doing good based on the information that they intend to open a big shop in a nearby adjacent town. This argument that the intention to open a shop in nearby town is maybe because there isn’t enough business at current location and they are hoping to increase their business by setting up a shop in town.

*“Jenny’s, on the other hand, has seen a lower volume of business in its first year at its new location compared to the prior year at its former location. Jenny’s definitely erred in shifting to its new location; its former location is a better site.”*

The author assumes that the former site of Jenny’s is better based and the revenue generated in first year of the new shop. The information only states that first year revenue and doesn’t talk about later, the first revenue might be lesser because of the new location and trouble retaining customers due to change of location. This might have made Jenny erred at first but the business may pick up when old customers get habituated to the new location and new customers from this location increase.

**3).**

***Quality of wireless mouse :***

There shouldn’t be a noticeable lag or a stuttering mouse pointer. It would not only make the experience worst but also impacts some aspects like gaming.There should be good feedback for the mouse click. There should be a visual feedback of the state of the mouse like on/connected/not connected etc either by using different colours or any other mechanism.Power Consumption of the mouse is an important factor and would be an added bonus to suit the needs of different users.