

- 1) The market offering that is essentially intangible is called services.  
**TRUE**
- 2) Which of the following is not a tangible dominant?
  - Detergents
  - Automobiles
  - **Investment management**
  - Soft drinks
- 3) The bottom tie member should be sufficient size to hose  
**TRUE**
- 4) The ratio of change of dimension of the body to the original dimension is known as Strain  
**TRUE**
- 5) The mental energy spent by customer to acquire service is referred to as Energy costs  
**TRUE**
- 6) Stress is Internal resistive force  
**TRUE**
- 7) Stress induced in a body when subjected to force depends upon its shape  
**TRUE**
- 8) Services that occur without interruption, confusion or hassle to the customer is called Seamless service.  
**TRUE**
- 9) The term Eustress refers to the fact that stress can sometimes be beneficial.  
**TRUE**
- 10) Distinct characteristics of services is
  - **Intangibility**
  - Inseparability
  - Variability
  - Perishability
- 11) Which personalities may feel a bit empty or uninspired when they're single?
  - Perfectionists personality
  - Headache
  - **Romantic Personality**
  - None of the above

12) Personality shares a belief that two people can come together in a relationship and make each other better and happier than they were before as mediators.

**TRUE**

13) Personality questionnaires are used in assessment centers and are used to assess candidates in all industries and sectors.

**TRUE**

14) Mediator personality is someone who possesses the Introverted, Intuitive, Feeling, and Prospecting personality traits.

**TRUE**

15) For Campaigners, Which relationships are beautiful and exhilarating – an opportunity for two souls not only to explore the world together but also to connect on the deepest of levels?

- Perfectionists
- Headache
- **Romantic**
- Stress

16) Helpers seek out opportunities to assist others.

**TRUE**

17) Person who is always telling others what to do is the boss's personality.

**TRUE**

18) Self-enhancement is satisfied by holding positive illusions.

**TRUE**

19) Working without being told, being self-motivated, and being the first to begin is persistence.

**FALSE**

20) The ability to clearly express yourself is teamwork.

**FALSE**

21) Negative stress can be short or long-term

**TRUE**

22) Positive stress is short-term

**TRUE**

23) Negative stress can lead to mental as well as physical problems

**TRUE**

24) The Environment is the basic source of stress.

**TRUE**

25) Social Stressors are the basic sources of stress.

**TRUE**

26) To build good customer relation one should maintain Loyalty

**TRUE**

27) Discipline is important in self management

**TRUE**

28) Tiredness is important in self management.

**FALSE**

29) Negative stress can lead to mental as well as physical problems

**TRUE**

30) Aggressive type of attitude a person should maintain to manage a change.

**FALSE**

31) Yoga improves health

**TRUE**

32) Meditation relieves stress.

**TRUE**

33) Spending time on hobbies release stress

**TRUE**

34) Empathy and sympathy are the same.

**FALSE**

35) Assertive communication is always nice.

**FALSE**

36) Zumba is a part of exercise.

**TRUE**

37) Disagreement means coming to a compromise situation.

**FALSE**

38) Playing sports improves health.

**TRUE**

39) A person should work stress freely.

**TRUE**

40) Customer service connects more customers.

**TRUE**