

Question 11

Not yet answered

Marked out of 1.00

Which of the following is NOT one of the possible gaps in service quality measure?

Select one:

- ☐ a. The gap between what customers expect and what the organization thinks they expect
- ☐ b. The gap between the organization's perception of customer requirements and the formal service specification
- ☐ c. The gap between the service delivered and the specifications set by the organization
- ☒ d. The gap between an organization's specifications and their competitors' specifications

[Clear my choice](#)

Question 12

Not yet answered

Marked out of 1.00

In a challenge analysis matrix, an area with high performance and low importance indicates:

Select one:

- ☐ a. performance should be maintained for this area
- ☒ b. improvement is required for this area
- ☐ c. the area is the second priority for improvement
- ☐ d. there is a potential to reduce resources in this area

[Clear my choice](#)

Question 13

Not yet answered

Marked out of 1.00

Which of the following is NOT a benefit of ethical behavior?

Select one:

- ☐ a. Improved staff loyalty and motivation
- ☐ b. Improved customer perception and purchase decisions
- ☐ c. Avoidance of litigation or clean-up costs
- ☒ d. Possibility of "counterbalancing" with occasional unethical behaviors, which are then forgiven

[Clear my choice](#)

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S Marginson



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