

**VIVEK COLLEGE OF COMMERCE****TYBMS SEM VI 2019-2020****SUBJECT: HRM IN SERVICE SECTOR****MCQ - SAMPLE QUESTIONS**

<b>SR. NO</b>	<b>Question</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>Correct answer</b>
Q1.	which one is not part of six market model?	customer market	supplier market	influence market	Electronic market	<b>Electronic market</b>
Q2	Performance appraisal is also known as	evaluation of work of employees	development of employees	payment to employees	training to employees	<b>evaluation of work of employees</b>
Q3	High quality services contribute to high	loss	profit	conflicts	mismanagement	<b>profit</b>
Q4	willingness of the company to help its customers is called?	responsiveness	reliability	empathy	the service gap model	<b>responsiveness</b>
Q5	the person to whom service is provided is known as?	service provider	service taker	intermediary	manager	<b>service taker</b>