

Undergraduate Diploma in Digital Marketing

Module 02 Digital Marketing Basics MQF Level 5, 8 ECTS

Tutorials: Lectures 8 & 9



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Date: 09/11.12.2025

**Undergraduate Diploma in
Digital Marketing**



QUIZ

1. What type of marketing strategy is Starbucks known for primarily utilising?

- A) Product-oriented marketing
- B) Sales-oriented marketing
- C) Market-oriented marketing
- D) Relationship marketing



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- Answer: D) Relationship marketing



2. Which of the following is a key component of Starbucks' branding strategy?

- A) Low price offerings
- B) Unique and consistent store design
- C) Limited product availability
- D) Aggressive advertising



2. Which of the following is a key component of Starbucks' branding strategy?

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- **Answer: B) Unique and consistent store design**



3. How does Starbucks personalise its marketing to individual customers?

- A) By offering personalised discounts
- B) Through their rewards program and mobile app
- C) By sending personalised emails only
- D) Through television commercials



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- A) By offering personalised discounts
 - B) Through their rewards program and mobile app
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 - D) Through television commercials
- Answer: B) Through their rewards program and mobile app



4. What role does social responsibility play in Starbucks' marketing strategy?

- A) Minimal role
- B) It's used occasionally in campaigns
- C) Central role
- D) Only used during specific holidays



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- A) Minimal role
- B) It's used occasionally in campaigns
- C) Central role, with a focus on ethical sourcing and community involvement

involvement

- D) Only used during specific holidays

- Answer: C) Central role, with a focus on ethical sourcing and community involvement



5. What strategy does Starbucks use to expand its market globally?

- A) Franchising
- B) Joint ventures
- C) Company-operated stores only
- D) All of the above



5. What strategy does Starbucks use to expand its market globally?

- A) Franchising
- B) Joint ventures
- C) Company-operated stores only
- D) All of the above

- Answer: D) All of the above



6. How does Starbucks use social media in its marketing strategy?

- A) For product announcements only
- B) interact with customers
- C) Rarely, only for major announcements
- D) To display ads



6. How does Starbucks use social media in its marketing strategy?

- A) For product announcements only
- **B) To create engaging content and interact with customers**
- C) Rarely, only for major announcements
- D) To display ads

- Answer: B) To create engaging content and interact with customers



7. What is the main focus of Starbucks' product innovation strategy?

- A) To have the widest variety of products
- B) To provide seasonal and limited-time offerings
- C) To compete on price
- D) To offer the same products globally



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- A) To have the widest variety of products
- **B) To provide seasonal and limited-time offerings**
- C) To compete on price
- D) To offer the same products globally

- Answer: B) To provide seasonal and limited-time offerings



8. What is a significant aspect of Starbucks' location strategy?

- A) Locations in only major cities
- B) Locations based solely on population density
- C) Prime locations with high foot traffic
- D) Random location selection



8. What is a significant aspect of Starbucks' location strategy?

- A) Locations in only major cities
- B) Locations based solely on population density
- C) Prime locations with high visibility and foot traffic
- D) Random location selection

- **Answer: C) Prime locations with high visibility and foot traffic**



9. How does Starbucks promote environmental sustainability in its marketing?

- A) By avoiding the topic altogether
- B) By using recycled materials for product packaging
- C) By only using digital marketing
- D) By offering discounts to customers who bring their own cups



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- A) By avoiding the topic altogether
- B) By using recycled materials for product packaging
- C) By only using digital marketing
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- Answer: B) By using recycled materials for product packaging and D) By offering discounts to customers who bring their own cups



10. What approach does Starbucks take towards customer feedback and engagement?

- A) Outsources customer feedback
- B) Only responds to positive feedback
- C) Incorporates feedback into service improvements
- D) Only considers feedback from online surveys



10. What approach does Starbucks take towards customer feedback and engagement?

- A) Outsources customer feedback
 - B) Only responds to positive feedback
 - C) Actively engages with and incorporates feedback into service improvements
 - D) Only considers feedback from online surveys
- Answer: C) Actively engages with and incorporates feedback into service improvements



SUCCESSFUL BRAND STRATEGY

Old Spice



QUIZ

1. What notable shift did Old Spice make in its marketing strategy to rejuvenate the brand in the late 2000s?

- A) Targeted a younger audience with digital marketing.
- B) Focused exclusively on print media advertising.
- C) Launched a new product line for women.
- D) Reduced the number of products offered.



QUIZ

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Answer: A) Targeted a younger audience with digital marketing.



2. The Old Spice "The Man Your Man Could Smell Like" campaign was known for its:

- A) Use of celebrity endorsements.
- B) Interactive social media response videos.
- C) Focus on traditional masculinity.
- D) Product placement in movies.



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Answer: B) Interactive social media response videos.



3. Old Spice's revitalized marketing approach in the 2010s primarily utilized which platform to gain widespread attention?

- A) Television
- B) Social media platforms
- C) Radio
- D) All of the above



3. Which platform did Old Spice's revitalised marketing approach in the 2010s primarily utilise to gain widespread attention?

- A) Television
- B) YouTube and other social media platforms
- C) Radio
- D) Print media

Answer: B) YouTube and other social media platforms



4. How did Old Spice manage to appeal to both male and female demographics in its advertisements?

- A) By offering unisex products.
- B) Through humour and universal themes.
- C) By creating separate ads for each demographic.
- D) By focusing on product features rather than branding.



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Answer: B) Through humour and universal themes.



5. The success of Old Spice's viral marketing campaigns can be attributed to:

- A) High-budget production.
- B) Celebrity endorsements.
- C) Innovative and engaging content.
- D) Frequent advertisement releases.



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- A) High-budget production.
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Answer: C) Innovative and engaging content.



6. What was a key element of Old Spice's social media strategy that significantly increased engagement and brand visibility?

- A) Regular posts about product ingredients.
- B) Direct engagement with customers.
- C) Exclusive discounts for social media followers.
- D) Partnership with influencers to create co-branded content.



6. What was a key element of Old Spice's social media strategy that significantly increased engagement and brand visibility?

- A) Regular posts about product ingredients.
- **B) Direct engagement with customers through video responses.**
- C) Exclusive discounts for social media followers.
- D) Partnership with influencers to create co-branded content.

Answer: B) Direct engagement with customers through video responses.







1. Question: What unique marketing strategy does Airbnb employ to differentiate itself from traditional hospitality services?

- A) Price wars with hotels
- B) Offering luxury travel experiences
- C) Focusing on local and authentic experiences
- D) Investing heavily in television advertising



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Answer: C) Focusing on local and authentic experiences



2. Question: How does Airbnb utilize user-generated content in its marketing strategy?

- A) By reposting customer reviews on its social media
- B) By encouraging users to share their travel stories
- C) By creating advertisement campaigns based on user stories
- D) All of the above



2. Question: How does Airbnb utilize user-generated content in its marketing strategy?

- A) By reposting customer reviews on its social media
- B) By encouraging users to share their travel stories on the platform
- C) By creating advertisement campaigns based on user stories
- **D) All of the above**

Answer: D) All of the above



3. Question: Which of the following is a key component of Airbnb's social media marketing strategy?

- A) Regularly posting discount codes
- B) Sharing high-quality images and stories of host properties
- C) Focusing solely on Facebook advertisements
- D) Avoiding interaction with users on social platforms



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- D) Avoiding interaction with users on social platforms

Answer: B) Sharing high-quality images and stories of host properties



4. Question: What role does technology play in Airbnb's marketing strategy?

- A) Providing virtual tours of properties
- B) Using AI to personalize user searches
- C) Using algorithms to suggest pricing to hosts
- D) All of the above



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Answer: D) All of the above



5. Question: How does Airbnb's referral program contribute to its marketing strategy?

- A) It decreases the overall marketing budget
- B) It increases brand loyalty among existing customers
- C) It incentivizes users to bring new customers to the platform
- D) Both B and C



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Answer: D) Both B and C



6. Question: What is a significant aspect of Airbnb's 'Experiences' feature in terms of marketing?

- A) It offers standardized tours in every city
- B) It promotes unique, local activities hosted by locals
- C) It competes directly with established tour companies
- D) It is a less profitable arm of the business and is maintained for brand image



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Answer: B) It promotes unique, local activities hosted by locals



THANK YOU FOR TODAY

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