

DETAILED COURSE SYLLABUS

1. GENERAL INFORMATION

Title: SERVICES MARKETING

Course number: CLC-MKMA1142E

Specialized Education Courses

Number of credits: 03

- **Theoretical hours:** 20

- **Discussion and group work hours:** 20

Prerequisite: Principles of Marketing

2. LECTURER'S INFORMATION

Full name: Nguyen Thu Lan

Title: PhD

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Faculty/ Institute: Faculty of Marketing

3. COURSE DESCRIPTIONS

This course aims to help the student to understand the importance of services in the economy. It looks on the problem of defining services taking into consideration the unique elements and characteristics of the services system. The course focuses on applying modern marketing and management concepts in services sectors.

4. LEARNING RESOURCES : COURSE BOOKS, REFERENCE BOOKS, AND SOFTWARES

Course Book:

- [1]. Christopher Lovelock, Lauren Wright (2002). Principle of Service Marketing and Management 2e. Prentice Hall.

Reference Books:

- [1]. Christopher Lovelock, Jochen Wirtz, Hean Tat Keh, Xiongwen Lu (2004). *Services Marketing in Asia-Pacific and Australian perspective 3e*. Prentice Hall.
- [2]. Doug Hoffman, John Bateson (2010). *Service Marketing: Concepts, Strategies & Cases, 4thE*. Cengage Learning.
- [3] Zaithaml Valarie A, *Services marketing integrating customer across the firm*. 4th edition/ Valarie A. Zaithaml, USA.: McGraw - Hill/Irwin, 2006
- [4] Lovelock Christopher, *Services marketing. People, technology, strategy.* / Christopher Lovelock, USA: Peason education, 2008.

5. COURSE GOALS

Goal	Goal Description	Program Learning Outcomes (PLO)	Capability Level
[1]	[2]	[3]	[4]
G1	Define typical characteristics and role of service; classify types of service.	PLO 1	(I) and (II)
G2	Interpret and explain the differences and principles in doing marketing for services; and analyzing the service system of a service firm.	PLO 1	(II) and (III)
G3	Explain the customer behavior in purchasing services and analyze the customer behavior for a certain service. Explain and illustrate how service firms balances demand and capacity.	PLO 1	(I), (II) and (IV)
G4	Identify problems of service firm in case study by applying the principles of services marketing.	PLO 4	(II) and (III)
G5	Analyze, evaluate the marketing activity of certain service firms and propose solutions for improvement.	PLO 5	(III) and (IV)

6. COURSE LEARNING OUTCOMES (CLO)

Goal	Course Learning Outcomes (CLO)	CLO Description	Capability Level
[1]	[2]	[3]	[4]
G1	CLO1.1	Define typical characteristics of service and the increasing importance of service in the economy.	(I) and (II)
	CLO1.2	Categorize different types of service.	(II)
G2	CLO2.1	Interpret and explain the differences of service in comparison with physical goods.	(II)
	CLO2.2	Explain how the typical characteristics of services lead to differences in doing marketing for services.	(II)
	CLO2.3	Summarize the elements of services marketing mix.	(II)
	CLO2.4	Show and analyze a service system of a chosen service firm.	(II) and (III)
	CLO2.5	Explain how to measure service quality	(II)
G3	CLO3.1	Explain the customer patterns in purchasing services like how they perceive risks and evaluate the service.	(II)

	CLO3.2	Analyze the customer behavior/ purchasing process for a chosen service	(IV)
	CLO3.3	Presenting the characteristics of demand for services. Explain and illustrate how service firms balances demand and capacity.	(I) and (II)
G4	CLO4.1	Present marketing activity of service firm in case study based on the theory learned	(II)
	CLO4.2	Identify problems of that service firm by applying the principles of services marketing.	(III)
G5	CLO5.1	Analyze the service marketing mix of chosen service firms by conducting desk and field research.	(III)
	CLO5.2	Identify any problems that those firms might cope with in marketing program and propose solutions for improvement.	(III) and (IV)

7. COURSE ASSESSMENT

Type of Assessment	Content	Week	CLO	Assessment criteria	Proportion (%)
[1]	[2]	[3]	[4]	[5]	[6]
Participation Assessment		1-10		Evaluating participation of students at class, learning attitude and teamwork	10%
Mid-term assessment	Chapter 1,2,3,4	4	CLO1.1-1.2 CLO2.1-2.5	Individual test	20%
Group project	Chapter 1 to 10	5-10	CLO3.1-3.3 CLO4.1-4.2 CLO5.1-5.2	Group presentation and slide print out	20%
Final-term Assessment	Chapter 1 to 10		CLO1,2, 3,4,5	Final individual test	50%

8. LESSON PLAN

Week	Content	CLO	Activities	Assessment
	[2]	[3]	[4]	[5]
1	Introduction to the course CHAPTER 1 – INTRODUCTION TO SERVICES & SERVICES MARKETING - The importance of the service sector in different economies	CLO1.1, 1.2, CLO2.1, 2.2, 2.3, 2.4, 2.5, CLO3.1, 3.2	- Lecturing - Reflection - Reading at home - Case discussion	Participation

	<ul style="list-style-type: none"> - Define service and different types of service - How services are different from physical goods? - The elements of the services marketing mix 			
2	<p>CHAPTER 2: CUSTOMER INVOLVEMENT IN SERVICE PROCESS</p> <ul style="list-style-type: none"> - The purchase process for services: prepurchase stage <ul style="list-style-type: none"> • Needs and expectations of consumers for services • Perceived risks of customer • How customers evaluate services • Service encounter stage • Post purchase stage 	<p>CLO2.1, 2.2, 2.4, 2.5, CLO3.1, 3.2</p>	<ul style="list-style-type: none"> - Lecturing - Reading at home - Case discussion 	Participation
3	<p>CHAPTER 3: SERVICES MARKETING PLANNING & STRATEGY. BALANCING DEMAND AND CAPACITY</p> <ul style="list-style-type: none"> - An overview of services marketing planning and strategy: differentiation and positioning strategy - Exploring the challenges faced by services in managing capacity and demand - Managing supply (capacity) and demand in services business - Efficiency and yield management 	<p>CLO 4.1, CLO3.3</p>	<ul style="list-style-type: none"> - Lecturing - Reading at home - Case discussion - Group discussion 	Participation
4	<p>CHAPTER 4 – DEVELOPING SERVICE OFFERING AND SERVICE QUALITY</p> <ul style="list-style-type: none"> - Overview of products and services - Attributes of service - Supplementary services 	<p>CLO4.1-4.2 CLO5.1</p>	<ul style="list-style-type: none"> - Lecturing - Reading at home - Group work - Group project guidance - Midterm individual test or assignment 	Participation

	- Services branding			
5	CHAPTER 4 DEVELOPING SERVICE OFFERING AND SERVICE QUALITY - Service quality - New service development	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Group work	Participation
6	CHAPTER 5 –PRICING AND REVENUE MANAGEMENT - Characteristics of service pricing - Method of service price setting - The relationship between price and customer perceived value - Service price management - Price and revenue management	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Quiz	Participation
7	CHAPTER 6 – PLACES - Characteristics of service delivery - Place and time decisions in service delivery - The role of intermediates in service delivery	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Case discussion	Participation
8	CHAPTER 7 – MARKETING COMMUNICATION FOR SERVICES - The role of marketing communication in services business - Opportunities and challenges for services marketing communications - Services marketing communications planning and strategy - services marketing communication mix	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Quiz	
9	CHAPTER 8 – SERVICE PROCESS - Develop a blueprinting for	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Group work	

	a service - Failure proofing for improving reliability of service processes - Service process redesign			
10	CHAPTER 9 – SERVICE ENVIRONMENT - PHYSICAL EVIDENCE - Roles of service environment in service delivery - Dimensions of the service environment - Types of service environment - Consumer responses to the service environment	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Reflection	
11	CHAPTER 10 – PEOPLE IN SERVICE BUSINESS - The role of people element in service business - Service staffs and their behavior - The classification of service staffs - Decisions on people elements in services marketing	CLO4.1-4.2 CLO5.1	- Lecturing - Reading at home - Case discussion	
12	Group project	CLO5.1, CLO5.2	Group presentation	Participation Group presentation
13	Group project Review the course	CLO5.1, CLO5.2	Group presentation	Participation Group presentation

9. COURSE REQUIREMENTS AND EXPECTATION

9.1. Attendance Requirements

- Students are required to fully take part in class lectures and activities.
- Students are allowed to be absent maximum 30% of the class hours. Students who is absent over 30% is not qualified to take the final exam.

9.2. In-class Behaviour Requirements

- The course is carried out with respect to both lecturer and students. All behavior that might adversely affect the stakeholders are prohibited.
- Students need to be in class on time. Students being late for more than 10 minutes will not be eligible to take part in the session.

- Cellphone, laptop, tablet are only accepted for the purposes of taking notes of the lectures, preparing course assignments, not for any other entertainment purposes while in class duration.

- Students will be asked to force-rank themselves and other members of their respective groups for all group activities. The basis for their rankings will be the degree and significance of each member's relative contribution to the group effort. These rankings will be considered in the grading of group work activities.

10. DATED: 10th August 2019

**CENTRE FOR ADVANCED
EDUCATIONAL PROGRAMS AND
POHE**

FACULTY

DEPARTMENT

Assoc.Prof. Vu Huy Thong

**Assoc.Prof. Pham Thi
Huyen**