



APPLIES TO ACADEMIC YEAR 2014/2015

MRK 3621 Service marketing

Programme

Bachelor of Marketing Management (3. year)

Responsible for the course

Line Lervik-Olsen

Department

Department of Marketing

Term

According to study plan

ECTS Credits

7,5

Language of instruction

Norwegian

Introduction

Today, service companies account for approximately 75 % of the gross national product in several developed countries, employing approximately 75 % of the labour force. These numbers are expected to increase in the near future. In addition we see that a growing amount of product manufacturing companies extend their products by offering customer services. In a competitive environment dominated by service companies in stagnated markets and increasing focus on customer service, knowledge about service marketing in general and loyalty marketing in particular become a vital prerequisite, in order to succeed in both the private and public sectors. This means that today's managers need to have in-depth knowledge about the unique characteristics of services as compared to products and the challenges these characteristics pose on marketing and management of customer service and service companies. At the same time, the rapid technological development and the increased use of social media introduce new opportunities and challenges for building relationships between service providers and their customers. Thus, knowledge about the role of technology and social media in service and loyalty marketing becomes another extremely important prerequisite for succeeding in both the private and public sectors.

Learning outcome

Acquired knowledge

This course should provide the students with knowledge about fundamental theories, methods and concepts within the area of service marketing through:

- an understanding of what challenges one faces when marketing and managing services
- knowledge about the consequences of these challenges for the employees, the customers and the management
- knowledge about core models and tools, that can be applied to handle these challenges when the overall goal is to create a loyal and profitable customer base.

Acquired Skills

Through this course the students should be able to apply service marketing knowledge to solve practical and theoretical problems through an increased ability to apply relevant tools and techniques to meet and handle the various challenges and problems of service companies.

Reflection

Through this course the students should be able to communicate information, theories, ideas, problems and solutions from service marketing by an increased focus on ethical problems and corporate social responsibility.

Prerequisites

Basic skills in marketing and consumer behavior.

Compulsory reading

Books:

Wilson, Alan ... [et al.]. 2012. Services marketing : integrating customer focus across the firm. 2nd European ed. McGraw-Hill

Collection of articles:

Line L. Olsen. Utvalgte artikler i tjenestemarkedsføring. Itslearning

Recommended reading

Books:

Oliver, Richard L. 2010. Satisfaction : a behavioral perspective on the consumer. 2nd ed. M.E. Sharpe

Course outline

The foundation of services marketing

Introduction to services
Internet services and social media
Consumer behaviour in services

Understanding customer requirements

Listening to customers through research
Customer expectations of service
Customer perceptions of service
Conceptual framework of the book: the gaps model of service quality

Service design and standards

Service development and design
Customer-defined service standards
Physical evidence and the servicescape

Delivering and performing service

Employees' roles in service delivery
Customers' roles in service delivery
Delivering service through technology
Intermediaries in service delivery
Managing demand and capacity

Managing service promises and building customer loyalty

Integrated service marketing communication
Service recovery
Customer loyalty

Services marketing and the bottom line

Pricing of services
The financial impact of service quality

Reviewing and critiquing the field of services marketing:

Review of services marketing: how did it all start and why?
Do our concepts, theories and models still hold water?
What trends and challenges are we facing/ will we see in the near future?

Computer-based tools

This course requires that students use the learning platform It's Learning and the Internet when they work on assignments.

Learning process and workload

The course will consist of a combination of lectures, group work, discussions and feedback on the work requirements. Feedback will be given in a plenary session after each assignment is handed in.

Coursework requirements

During the semester three (3) mandatory assignments are given. One (1) is a group assignment. The other two (2) are individual assignments. The assignments can be short essays (app. 1 page) and/or multiple-choice tests on It's Learning. The assignments will be graded as pass/fail. When multiple-choice tests are given, the test may be taken several times if it is not passed the first time (the multiple-choice test can be taken several times before the deadline). Two (2) out of three (3) mandatory assignments have to be approved for the student to be able to take the examination. More information will be given during class and on It's Learning.

Recommended use of time for students:

Activities	Hours
Lectures and group work	36
Home work/ preparations before class etc.	90
Hours spent on work requirements	71
Examination	3
Recommended use of time	200

Use of hours**Coursework requirements**

In order to sit for the final examination students must pass two (2) out of three (3) mandatory assignments. See "Learning process and workload".

Examination

A three hour individual written examination concludes the course,

Examination code(s)

MRK 36211 Written examination, counts 100 % towards the grade in MRK 3621 Service Marketing.

Examination support materials

One bilingual dictionary may be used at the written examination.

Examination support materials at written examinations are explained under examination information in the student portal @BI. Please note use of calculator and dictionary. https://at.bi.no/EN/Pages/Exa_Hjelpemidler-til-eksamen.aspx

Re-sit examination

A re-sit examination is offered every term.

Students who have not passed the coursework requirements do not take the exam. Consequently, they must take the course again. Students who have not passed the written examination, or who wish to improve their grade may retake the scheduled examination.

Additional information