

SYLLABUS

INTERNATIONAL EUROPEAN
UNIVERSITY



**EUROPEAN SCHOOL
OF BUSINESS**

**Marketing of Services
Marketing EP**

2024



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1 Course and educational program

Marketing of Services
Marketing EP

2 Course description

The Marketing of Services discipline is an integral part of the marketing training program. This course is relevant due to the need to study methodological and methodical aspects of applying marketing tools in the service sector; ensuring the functioning of marketing complexes of service enterprises.

3 Prerequisites for studying

The prerequisites for studying the Marketing of Services discipline are particularities of applying the marketing complex on the services market.
The Marketing of Services discipline is based on the knowledge of the following disciplines: Marketing, Marketing Commodity Policy, Marketing Research, Marketing Price Formation, Consumer Behavior, Marketing of an Industrial Enterprise, etc.

4 Number of credits/hours

4 ECTS credits / 120 academic hours

5 Learning format

Blended learning

6 Classroom location

7 Lecturer's full name

Roman Halenin, PhD in Economics, Associate Professor at the Department of Management, Finance and Business Administration

8 Department

Department of Management, Finance and Business Administration:





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9 Office location

42V Akademika Hlushkova Ave., Kyiv, room 511

10 Consulting

Every Tuesday from 2 p.m. to 3:30 p.m. by appointment via corporate e-mail

11 Lecturer's e-mail address

romanhalenin@ieu.edu.ua

12 Course objectives

To provide students with the following theoretical knowledge and practical skills: conducting marketing research on services markets; analysis and use of the results of these studies to optimize the marketing strategy and marketing complexes of service enterprises; design of services, improvement of interaction of contact personnel with customers.

13 Role of the academic discipline in achieving program learning outcomes

Specialty: 075 Marketing

PLO 1. To show knowledge and understanding of the theoretical fundamentals and principles of marketing activities.

PLO 5. To identify and analyze the key characteristics of marketing systems of different levels, as well as the particularities of their entities.

PLO 9. To assess risks of marketing activities, define the level of uncertainty of the marketing environment when making managerial decisions.

14 Learning outcomes

- to understand the essence and specifics of service marketing; principles and competencies of marketing activities in the service sector; the unique characteristics of services as a specific marketing product, and the main features of services;
- to apply its tools to ensure the sustainable functioning and development of a service enterprise (organization) in a competitive environment;
- to conduct a service type analysis; determine the service range and its hierarchy;
- to develop pricing strategies;
- to select rational methods for service distribution and forms of promotion.

15 Course content

- Topic 1. Service sector in the economic complex
- Topic 2. Services market
- Topic 3. Services in goods development, production development and sales
- Topic 4. Procurement, supply and distribution services
- Topic 5. Marketing tools of the services market.
- Topic 6. Services as a commodity and a type of human activity
- Topic 7. Pricing policy
- Topic 8. Sales (distribution) of services
- Topic 9. Marketing communications

15 Course content

Topic 10. Participants (staff) in the provision of services
Topic 11. Physical confirmation (environment) of services
Topic 12. Service production (process)

16 Books and materials

1. Ivanova L.O. Marketing of services: study guide / L.O. Ivanova, B.B. Semak, O.M. Vovchanska. – Lviv: Publishing House of Lviv University of Trade and Economics, 2018. – 508 p.
2. Shkanova O.M. Marketing of services. Study guide. Kyiv, Condor, 2017. – 302 p.
3. Kotvitska A.A. Marketing of services: texts of lectures: study guide for students / A.A. Kotvitska, N.V. Chmykhalo, O.M. Voronina; edited by A.A. Kotvitska. – Kharkiv: NUPh, 2017. – 128 p.
4. Marketing [Electronic resource]: study guide / N. Ivanechko, T. Borysova, Y. Protsyshyn [et al.]; edited by N.R. Ivanechko. – Ternopil: WUNU, 2021. – 180 p.
5. Wirtz J. Service Marketing Communications (Winning in Service Markets) / J. Wirtz. – S. l. : WS PROFESSIONAL, 2017. – 80 p.

17 Technical requirements for the course

To work on the Marketing of Services course, you need regular access to a computer (or phone) and the Internet.

In order to successfully study and pass the course exam, you should first explore the distance learning platform (Moodle) and study all folders that already contain or will contain information or materials for the course. You will also have to download and create documents, watch videos, or create them.

You can use distance platforms only using corporate e-mail.

If you are unable to attend the course, you should notify the Dean's Office or your class representative or the course lecturer directly.

18 Learning process

The Commodity Market Infrastructure course consists of lectures and practical classes.

Lectures use the following training methods:

lecture, conversation lecture, discussion, discussion of problematic issues, demonstration, analysis of various situations according to the lecture topic.

Practical classes use the following training methods:

questioning, testing, performing individual and team tasks, case studies, preparing reports and presentations, performing analytical and calculation works, solving specific problems and situations, brainstorming.



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Discipline features

Period of teaching	Semester	International disciplinary integration	Year of study	Courses: general training/professional training/elective
1 semester	7 th semester	available	4 th year	Professional training

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Assessment policy

You will have various ways to show your knowledge and skills during the semester. This includes how you attend classes, how and what you contribute to class discussions, how you perform and submit practical tasks and tests on time, how you perform independent work tasks, as well as your ability to present your report. Additionally, you have the opportunity to complete an individual research task performed individually or in a small group in the form of a student research paper.

Activities during the semester	Maximum amount of points during the semester
Current work (attendance, oral questioning, solving calculation problems and tasks, situational exercises)	15
Reports with presentation (3 pcs.)	10
Tests (4 pcs.)	10
Modular test work (2 pcs.)	15
Individual research task (admission to the exam)	10
Total	60

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Grading scale

The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.

The grade for the discipline completing with the exam is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the exam (at least 24).

The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.

The final control in the form of an exam is carried out after learning all the topics of the discipline, during the examination session.

The overall final grade in points according to the national and ECTS scales is put into the examination and test register, academic card and credit book of students.

21 Grading scale

National and ECTS grading scale

Sum of points for all types of educational activities	ECTS grade	Grade according to the national scale	
		for exam, term paper, practical training	for Pass/Fail test
90-100	A	excellent	pass
82-89	B	good	
74-81	C		
66-73	D	satisfactory	
60-65	E		
30-59	FX	fail with possible repeated pass	fail with possible repeated pass
1-29	F	fail with obligatory repeated learning of the discipline	fail with obligatory repeated learning of the discipline

QR Code:



22 How to find out your grade

To check your grades for tasks and read your lecturer’s comments, you should check appropriate tabs on Moodle distance learning platforms.

You can also obtain information about your grades directly from the course lecturer via corporate e-mail or by appointment on consulting days (room 511).

23 Course policy

To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, group work and discussion seminars.

During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer’s permission. All academic assignments should be performed by the deadlines.

The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any

manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights. Students who miss the current control for valid reasons confirmed by documents have the right to take current control within two weeks after returning to studying.

Students who have missed classes without valid reasons, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record.

Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.

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All participants in the educational process rely on the academic integrity principles.

QR Code:

Tasks should be submitted via Moodle by the deadlines stipulated in the course schedule on our website. Most tasks should be performed by 9 a.m. on the day of the next class to coordinate them with the course content and group activities. It is best practice to perform tasks as soon as possible after receiving them so that you have enough time to take an active part in the class.

If you need more time to perform the task, flexible deadlines are available. Completed tasks will be accepted until full credit until the last scheduled class in the discipline. Afterwards, the 40% partial credit based on the grade will be awarded within a week after the last day of class. Tasks that are not submitted at all will receive 0.

If you are going to miss classes for more than one week due to illness or other reasons, please contact your lecturer to arrange alternative options for performing tasks.

Note: deadlines work both ways, and meeting them ensures that your lecturer will provide prompt feedback on your tasks to make sure you keep up with the course.

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25 Lecturer's response time

Via corporate e-mail, within 24 hours.

27 Efficient communication

Efficient communication is a two-way street!!!

Therefore, the main recommendations for efficient communication include: corporate e-mail directly to the course lecturer; personal communication with classmates via social media/corporate e-mails/mobile phones; communication directly in the course on the Moodle distance platform; and a face-to-face meeting with the lecturer on consulting days.

28 Policy of publication and distribution of course materials

Students are not allowed to post, publish, sell, or otherwise publicly distribute course materials without the written permission of the lecturer.

Such materials include, but are not limited to: lecture notes, lecture slides, video or audio recordings, tasks, problem sets, exams, other students' work, and answer keys.

Students who sell, post, publish, or distribute course materials without written permission in order to get answers or otherwise can be subject to disciplinary action, up to and including being required to withdraw from the course. Besides, students are not allowed to make video or audio recordings of the class for their own use without the written permission of the lecturer.

29 Expected student workload and engagement

During this course, you should allocate some hours for independent study of some lecture materials in accordance with the course topics (approximately 5-6 hours per week).

If you face circumstances requiring you to spend more time on any of the tasks, please inform your lecturer by e-mail.

The deadline for submission can be extended only if the lecturer is informed in advance that you will not be able to submit the task on time. Students are expected to have a backup plan in case of computer malfunctions or Internet outages.

30 Support services

E-schedule
Library
Supervisor
Repository
Dean's Office



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Course schedule

Lecture topic	Practical classes
Topic 1. Service sector in the economic complex	1. <i>Oral questioning</i>
Topic 2. Services market	2. <i>Practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Writing a report</i>
	6. <i>Tests</i>
Topic 3. Services in goods development, production development and sales	1. <i>Oral questioning</i>
	2. <i>Solving practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Tests</i>
Topic 4. Procurement, supply and distribution services	1. <i>Oral questioning</i>
	2. <i>Solving practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Tests</i>
Topic 5. Marketing tools of the services market.	1. <i>Oral questioning</i>
	2. <i>Solving practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Tests</i>
Topic 6. Services as a commodity and a type of human activity	1. <i>Oral questioning</i>
	2. <i>Solving practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Test work</i>
Topic 7. Pricing policy	1. <i>Oral questioning</i>
	2. <i>Solving practical tasks</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Presentation of reports</i>
Topic 8. Sales (distribution) of services	1. <i>Oral questioning</i>
	2. <i>Solving practical and situational task</i>
	3. <i>Homework tasks</i>
	4. <i>Checking questions submitted for independent study</i>
	5. <i>Tests</i>



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Course schedule

Topic 9. Marketing communications	<ol style="list-style-type: none">1. Oral questioning2. Solving practical and situational tasks3. Homework tasks4. Checking questions submitted for independent study5. Tests
Topic 10. Participants (staff) in the provision of services	<ol style="list-style-type: none">1. Solving practical and situational tasks2. Checking questions submitted for independent study3. Test work
Topic 11. Physical confirmation (environment) of services	<ol style="list-style-type: none">1. Solving practical and situational tasks
Topic 12. Service production (process)	<ol style="list-style-type: none">2. Checking questions submitted for independent study3. Defense of individual tasks

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Tips on successful study during the course

If you want to succeed in this discipline, you should be:

- persistent, attentive and curious;
- creative, cheerful, and open to communication and discussions;
- ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities.

See you at classes!