

## Course Descriptions Bachelor 2016-2017

Course Title Services Marketing  
 Course Code EBC2043  
 ECTS Credits 6,5  
 Assessment Whole/Half Grades

Period	Start	End	Mon	Tue	Wed	Thu	Fri
5	18-4-2017	9-6-2017			X		X

Level Intermediate  
 Coordinator Jos Lemmink For more information: [j.lemmink@maastrichtuniversity.nl](mailto:j.lemmink@maastrichtuniversity.nl)  
 Language of instruction English

Goals The general objective of this course is to introduce the different characteristics of services and their particular consequences for marketing. On the one hand, this will be accomplished by studying the literature (the course textbook and selected articles). On the other hand, a major emphasis will be placed on presentations in which teams of participants are expected to lead the discussion on various service marketing themes and report practical research projects conducted to test and practice the theoretical concepts encountered. By these means, students should obtain an in-depth insight into the literature on the marketing of services and at the same time develop a (hands-on) feeling for conducting research in this area. Would-be participants should be aware of the fact that this course requires a considerable amount of planning, effort, and inventiveness.

Description Much of the economy in the developed world is dominated by the production and consumption of services. For example, in the US, current statistics show that approximately 75% of the work force is involved in the services industry. Additionally, 45% of an average US family's budget is spent on services, and for Europe statistics are similar. In many developing nations services are considered a way to expand and stimulate economic growth and development. Consistent with economic growth comes a growth in services employment. While most business schools focus on the manufacturing segment of the economy, given these facts it seems imperative to study the marketing of services in a separate course. Two kinds of services will form the central focus of this course: (1) Services which are offered by Organisations in the service-sector (banks, assurance and transport companies, the hotel and catering industry, health care and the tourist industry, among others), and (2) Services which are offered by companies which manufacture products. In this context services refer mostly to the so-called "after-sales service" (repair services, service engineers, etc.) but also (product) instructions accompanying a sale. Service Organisations vary, from restaurants, hotels and car rental agencies to financial services and even education. These Organisations require a distinctive approach to marketing strategy. We will build on the principle of marketing and expand into very specific themes covering the entire spectrum of services, seen through many angles and illustrated by relevant case studies. In the course we will explore methods, based in academic research, in which firms can use service as a unique selling proposition. In this course we will focus on the international marketplace from a European perspective. We will, for the first time, be using the European edition of the textbook in order to make the topics more relevant to UM students. We have designed this course to address the unique needs and challenges in this ever-changing aspect of marketing, including the dynamic and rapidly developing area of electronic and mobile services. Throughout the course emphasis will be placed more specifically on issues related to marketing management and customer perceptions. Thus, a number of presentation topics need to be researched both in a theoretical and a practical manner in addition to the discussion of a number of tasks. Practical research will need to be undertaken and presented to enhance understanding of course concepts. Moreover, three elaborate cases will be discussed, and student teams will complete a services blueprint project.

Literature Services Marketing: Integrating customer focus from across the firm, 2nd revised European edition 2012 or newer, ISBN-0077131711, ISBN-9780077131715  
 Alan Wilson, Valarie A. Zeithaml, Mary Jo Bitner and Dwayne D. Gremler  
 McGraw-Hill Higher Education

Prerequisites  
 Teaching methods PBL / Presentation  
 Assessment methods Written Exam  
 Evaluation in previous academic year For the complete evaluation of this course please click <http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM>

This course belongs to the following programme / specialisation

Bachelor Economics and Business Economics Specialisation Economics	IBE Electives
Bachelor Economics and Business Economics Specialisation Emerging Markets	Business Electives
Bachelor Economics and Business Economics Specialisation Emerging Markets	Major Marketing
Bachelor Economics and Business Economics Specialisation Economics and Management of Information	Free Electives
Bachelor Economics and Business Economics Specialisation International Business Economics	Business Electives
Bachelor Economics and Business Economics Specialisation International Business Economics	Major Marketing
Bachelor International Business Specialisation Emerging Markets	Major Marketing
Bachelor International Business	Business Electives (Major Accounting)
Bachelor International Business	Business Electives (Major Finance)
Bachelor International Business	Business Electives (Major Information Management)
Bachelor International Business	Business Electives (Major Organisation)
Bachelor International Business	Business Electives (Major Strategy)
Bachelor International Business	Business Electives (Major Supply Chain Management)
Bachelor International Business	Major Marketing
SBE Exchange Bachelor	Bachelor Exchange Courses
SBE Exchange Master	Bachelor Exchange Courses
SBE Non Degree Courses	Bachelor Courses