



LINCOLN UNIVERSITY

BA 304 III – Marketing Management

Fall 2016

Tuesday/Thursday 6:30 – 9:15 p.m.

Credit: 3 units - 45 lecture hours

Instructor: Dr. Bill Hess

Office hours: Afternoons 12:30 – 5:00 p.m.

CATALOG COURSE DESCRIPTION

The course is analyzing the fundamentals of marketing management – definitions, concepts, and development. It is intended to enable the student to understand marketing's decision making role in a company and the impact of those decisions in establishing distribution, pricing, and promotion in both retail and business markets. Buyer behavior, product/market development, and the impact of the macro environment in business are studied. Cases will be used to provide practical applications of the concepts and principles. (3 units)

Students will study the fundamentals of marketing – definitions, concepts and development. It is intended to enable the student to understand marketing's decision making role in a company and the impact of those decision in establishing a marketing plan.

COURSE OBJECTIVES

The objectives of this course are

- to develop an understanding of the fundamentals of marketing management
- to understand marketing's role in a company
- to develop a working knowledge of the marketing components - product, price, promotion, and distribution
- to understand the impact of marketing decisions on the organization

TEXTBOOK

Perreault, Cannon, and McCarthy, Essentials of Marketing Irwin, 13th Edition, 2012.

ISBN: 978:007-802888-5

METHODOLOGY

Instruction will include lecture, student discussion of material studied, case studies, and individual assignments.

COURSE WORK

Course work will include study of the textbook, discussions of current events, case history analysis, assignments, and a major project.

Thought process and analysis are the important components in individual and project assignments. Ease of reading and conciseness are important elements in such reports. . All assignments must be typed. Assignments are to have your name/ID number, name of the assignment Assignments are to be presented at the start of class. Late assignments will not be accepted.

The schedule lists the chapters to be studied – that is studied not read – in preparation for the day listed. eg. June 11 Chapters 1 and 2 are to be studied before coming to class on June 11, 2015.

To help students in their learning they should bring paper to each class to write notes from the day's discussion.

MAJOR PROJECT

There is a major group project – the development and presentation of a marketing plan for a product or service. Each group will prepare a detailed marketing plan that consists of

1. a market research questionnaire.
2. a plan for each of the 4P's of marketing.
3. an ad for the product or service (radio, TV, magazine, or billboard)

Everyone is to participate in the development of the project plan. Everyone is to participate in the written presentation of the plan. Any member not actively working with their team on the project is to be reported to the instructor. This is a group project requiring group participation. Each member of the team will write part of the final report – each will use a different font in 11 or 12 point. Fonts to be used are Times New Roman, Calibri, Arial, Cambria, Century Gothic. Two people from the same country may not be on the same project team.

The focus of the project is that the team has developed a new product that it believes can be successful in making money. The team is to develop a marketing plan of action. Products the team can select from are:

Caloric Strip

Powdered Wine

Powdered Beer

Helicopter Commuter Service

Teeth Cleaning Gum

Reusable Copy Paper

Or other product/service assigned by professor

You are a start-up company. You have very limited financial resources. You are developing a marketing plan to present to potential venture capitalists. Students will pick their own classmates for the project. Teams will consist of 4 or 5 people. No team will have two people from the same country.

WRITTEN PROJECT FORMAT

Overview of Company
Description of Product/service
Target Market Definition – demographics/psychographics
Analysis of Macroenvironment
Company analysis – SWOT
Competitive analysis – SWOT
Market Research Questionnaire
Positioning Promotion Plan Distribution Plan Pricing Plan
Pro Forma Income Statement – 3 year plan

Your project should demonstrate that the team understands and can apply the fundamentals of marketing. I will provide samples of previous projects to give you ideas for your written report.

BIBLIOGRAPHY

In addition to the text used for this course, it may help the students to expand their interest and knowledge in the subject by reading material in other publications and texts. Recommended reading includes:

The Wall Street Journal

Forbes

San Francisco Business Times

Business Week

Integrated Marketing Communications, Belch & Belch; Irwin. 2002

Services Marketing, Lovelock; Prentice Hall, Inc. 1991. Second Edition.

The Power of Logos, Haig, John Wiley & Sons; 1997

EXPECTATIONS

The textbook does a good job of explaining the basic marketing principles and concepts as well as introducing you to the vocabulary of the business. I will devote class time to discussing these concepts and how they apply to the marketing operations of a company. We will discuss the application of marketing theory to real life situations drawn from my professional experience. I want you to share your own experiences – or if you have limited work experience - to ask questions. We will have video tapes and class exercises.

My expectation is that you will prepare yourself for each class session by studying the material assigned before coming to class, that you will think about the application of what you are studying to the job of a marketing manager, and that you will discuss your thoughts during class.

Hand in assignments are due at the start of the class. Hand in assignments are to have your name as it appears on your school record, your ID number, and the name of the assignment you are turning in.

Americans consider time differently than people from other countries. Americans actually think of time as a tangible asset. We say “Don’t waste time.” We talk about saving time. Because of this it is considered rude and is unacceptable to be late for a business meeting. The same applies to classes. We will conduct this class with the same respect for time. If you are late for class, wait until the break to enter.

Cell phone use is not permitted in the classroom. Use of a computer in the classroom requires the explicit permission of the instructor. Notes, electronic dictionaries, or any method of obtaining information is not permitted during exams.

Students are expected to understand the course requirements as defined in this syllabus. The professor reserves the right to modify the syllabus.

EVALUATION

Grades will be based on the quality of reports, project, examination, and classroom participation. Attendance is important. Classroom participation is not possible if you are not in class. Participation is defined as actively adding to a discussion by offering insights or different approaches to marketing problems/solutions that demonstrate a solid working knowledge of the concepts and principles of marketing. Grades will be based on:

- Exams 210 points
- Project assignments 30 points
- Classroom attendance/participation 60 points
- Individual assignments 15 points
- Marketing project 85 points

400 points

360 – 400 – A	340 – 359 – A-	320 – 339 – B+	300 – 319 – B
280 – 299 – B-	260 – 279 – C+	240 – 259 – C	220 – 239 – C-
180 – 219 – D	Below 180 - F		

MAKE-UP WORK

Mid-term exam, final exam, and group presentation cannot be made up if missed – unless there is a documented emergency.

Instructor

Professor Hess has an extensive background in marketing, sales, and sales management. His experience includes Corporate Marketing Research with Monsanto Company, Market Development in starting a new division for Owens-Corning Fiberglas; Product Manager and Western Region Sales Manager for W.H. Brady Co.. As Sales Manager, Professor Hess managed sales reps in 27 western states.

As Marketing Manager for a \$50 million division of H.S. Crocker Company, Professor Hess also managed a sales force responsible for \$17 million.

In addition to teaching, Professor Hess has his own marketing/sales contracting firm. For help with your course work you can reach Professor Hess at his office 510/628-8013. E mail address is whess@lincolnuca.edu. Students sending emails need to follow up if they do not receive a response within 4 school days.

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Assignments Students are to study the assigned chapters before coming to class

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| October | 18 | Introduction to course. Discuss plans for the course.
Discussion of marketing and marketing's role in a company. |
| | 20 | Chapter 1 Marketing's Value to Consumers, Firms, and Society
Chapter 2 Marketing Strategy Planning |
| | 25 | Chapter 3 Evaluating Opportunities in the Changing Marketing Environment
Project Assignment: Hand in Group determined. Product determined. Give name/ID number/country of each member of the group |
| | 27 | Chapter 4 Focusing Marketing Strategy with Segmentation and Positioning

Exam I Open Book Exam |
| November | 1 | Chapter 5 Final Consumers and Their Buying Behavior
Chapter 6 Business and Organizational Customers and Their Buying Behavior |
| | 3 | Chapter 7 Improving Decisions with Marketing Information
In class exercises
Project assignment: Hand in - Project: Target market defined – demographics and psychographics
Case: Steelco – be prepared to discuss it in class. |
| | 8 | Chapter 8 Elements of Product Planning for Goods and Services
Article assignment: Hand in what you learned about marketing. |
| | 10 | Exam II |
| | 15 | Chapter 9 Product Management and New Product Development
Project: Market Research Questionnaire due |

- 17 Chapter 10 Place and Development of Channel Systems
Chapter 12 Retailers, Wholesalers, and Their Strategy Planning
- 19 Chapter 13 Promotion – Introduction to Integrated Marketing Communications
Shark Tank video
- 22 No class. Enjoy
- 24 No class. Enjoy
- 29 Chapter 15 Advertising and Sales Promotion
Two Ads: Hand in assignment – one goodad/one bad ad
 1. Demographics/psychographics of the target market.
 2. Level of Maslow the ad appeals to
 3. Why good? Why bad?
- December 1 Chapter 16 Pricing Objectives and Policies
Chapter 17 Price Setting in the Business World
Appendix A
- 6 Review Course
- 8 Final Exam
Project due.
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Revised: August 8, 2016