



LINCOLN UNIVERSITY

BA 304

Marketing Management

Spring 2017

Spring Monday 3:30 – 6:15 p.m.

Credit: 3 units - 45 lecture hours

Instructor: Dr. Bill Hess

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 decisions 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

COURSE GOALS

The goals for the course are to enable the student to develop sufficient knowledge and acumen

- to write a marketing plan that incorporates the major components of marketing
- to have a marketing plan that advances the corporation in the attainment of its short term and long term goals
- to prepare a marketing plan that provides adequate details for price, promotion, distribution.

TEXTBOOK

Perreault, Cannon, and McCarthy, Essentials of Marketing Irwin, 14th Edition, 2015.
ISBN: 978-0-07-786104-9

METHODOLOGY

Instruction will include lecture, student discussion of material studied, and individual assignments. Students missing three consecutive classes will be dismissed from the course unless he/she has a documented medical excuse.

COURSE WORK

Course work will include study of the textbook, discussions of current events, case history analysis, assignments, and a major project. All assignments must be typed. Assignments are to have your name/ID number, name of the assignment on the first page.

Thought process and analysis are the important components in individual and project assignments. Ease of reading and conciseness are important elements in such reports. Assignments are to be on time 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.

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	3 in 1 stroller	Herbal Pillow
Powdered Wine	Advertising Agency	Dental Practice
Teeth Cleaning Gum	No Snore Pillow	Reusable Copy Paper

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	<u>85 points</u>
	400 points

Students can earn 10 extra points by attending a library orientation on materials available. This will require complete attendance of the session. Attendance will be taken at the beginning and the end.

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.

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Spring 2017		
Instructor: Dr. Hess		
January	23	Introduction to course. Discuss plans for the course. Discussion of
		Chapter 1 Marketing’s Value to Consumers, Firms, and Society
		Start a Cookie Co.
	30	Chapter 2 Marketing Strategy Planning
		Chapter 3 Evaluating Opportunities in the Changing Market Environment
February	6	Chapter 4 Focusing Marketing Strategy with Segmentation and Positioning
		Project: Groups determined. Product determined. Full name as on school attendance and ID number
		Exam I Open book
	13	Chapter 5 Final Consumers and Their Buying Behavior
		Case: Applied Steel Case
	20	Chapter 6 Business and Organizational Customers and Their Buying Behavior

	27	Chapter 7 Improving Decisions with Marketing Information
		In class exercises
		Project assignment: Hand in - Project: Target market defined – demographics and psychographics – 5 points
March	6	Chapter 8 Elements of Product Planning for Goods and Services
		Article assignment: Hand in assignment
	13	Articles due. Discuss in class.
		Exam II
	20	Chapter 9 Product Management and New Product Development
		Project: Market Research Questionnaire due - 5 points
	27	Chapter 10 Place and Development of Channel Systems
		Chapter 12 Retailers, Wholesalers, and Their Strategy Planning
April	3	Chapter 13 Promotion – Introduction to Integrated Marketing Communications
		Chapter 15 Advertising, Publicity, and Sales Promotion
		Two Ads assignment – individual assignment
	10	Chapter 16 Pricing Objectives and Policies
		Chapter 17 Price Setting in the Business World
	17	Chapter 18 Ethical Marketing in a Consumer Oriented World Appraisal and Challenges
		Review course
		Work on projects
	24	Exam III
May	1	Project Presentations/projects due

Revised 12/13/2017