

OCT 16 2000



BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY
School of Business

Course Outline for: MKTG
1102

Program: FMGT
Course: Essentials of Marketing
Taught to: Full-Time Day School

Date: Fall 2000

Hours/Week:	3	Total Hours:	42	Term:	1
Lecture:	2	Total Weeks:	14	Credits:	3
Lab:	1				
Other:					

Instructor: Steve Turnbull

Office No:	SE6 340	Phone:	451-6938
E-mail:	sturnbul@bcit.ca	Fax:	439 - 6700

Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday
	As Posted	None	As Posted	As Posted	As Posted

Prerequisites : Admission to BCIT

Course Description and Goals:

The main focus of this course is to describe the marketing concept as it applies to business organizations and the environment in which the marketing manager operates. The emphasis throughout the course is the application of the marketing concept to real life situations, both from a micro and macro viewpoint.

Lectures are designed to build a solid foundation of marketing fundamentals, while labs are geared toward solving different company marketing problems in case study formats. Students will work in groups to find marketing solutions to these cases. Students will present their solutions to the class either orally or in written report format. *As this course is also designed at improving the written and oral presentation skills of the student, each case study is marked for both content and professional quality of delivery. Students must complete all the written and oral presentation assignments in order to pass the course.*

Note: dates to remember this fall are: Shinerama Sept. 20th, Thanksgiving Oct. 9th, Mid Term Week Assigned on a course by course basis, Remembrance Day Nov. 11th. TBA – George Tidball Series

Evaluated by BCIT faculty advisors and based upon the related courses taken and / or level of experience of the candidate.

Evaluation

Policy: BCIT's policy on attendance, course project completion and successful passing marks for examinations can be found in the BCIT calendar. Successful completion depends on the student attending **90%** of the course time, passing the cumulative of the midterms and final exam, as well as successful completion of the course projects. Excessive absence will be deemed to be missing more than **2 lab hours** for reasons within the student's control or for reason's not found as reasonable by the instructor (see course calendar for more details). Upon notification and failure to provide acceptable explanation, the student will be disqualified from writing the Final Exam. **NOTE: Failure to achieve 50% on the combined exams will result in a 0% for all projects, as well as failure of the course in total.I.D.**

Required in Examination Centres

Effective December 2000, in order to write exams, students will be required to produce photo-identification at examination centres. Photo I.D. must be placed on the desk before an exam will be issued to the student. The I.D. must remain in view on the desk while writing the exam, for inspection by invigilators. Students should bring a BCIT OneCard or alternatively two pieces of identification, one of which must be government photo I.D. such as a drivers license. Please see BCIT Policy #5300, Formal Invigilation Procedures.

Final Examination	% 30
Midterm Test	% 25
Case Study Presentation	% 35
Industry Report	% 10
	%100

Course Learning Outcomes

At the end of this course, the student will be able to:

- Please see page five and six of this outline for weekly learning outcomes
- Please see page five and six for weekly reading assignments
- Please see learning outcomes of case study presentations attached to this outline
- Guidelines for skill development in oral and written presentations are covered as well on pages five through nine of this outline



Course: MKTG 1102

Course Record

Developed by: Steve Turnbull

Date: September, 1999

Instructor

Revised by: Steve Turnbull

Date: August, 2000

Instructor signature

Approved by:

Mike Powley

Associate Dean signature

Mike Powley Sept. 28/00

Date: September, 2000

Text(s) and Equipment Required:

MARKETING, ESSENTIALS Second Canadian Edition by Joel R. Evans, Barry Berman, and William J. Wellington

Prentice Hall Canada Inc. Publisher 2000

Reference or Recommended Material :

References and Reading Resources are available on my WEB PAGE via the "HOT LINKS" button

Course Notes (Policies and Procedures)

- *Assignments:* Late assignments or projects will not be accepted for marking. Assignments must be done on an individual or group basis as specified by the instructor.
- *Attendance:* The attendance policy as outlined in the current BCIT Calendar will be enforced.
- *Course Outline Changes:* The material specified in this course outline may be changed by the instructor. If changes are required, they will be announced in class.
- *Ethics:* BCIT assumes that all students attending the Institute will follow a high standard of ethics. Incidents of cheating or plagiarism may, therefore, result in a grade of zero for the assignment, quiz, test, exam, or project for all parties involved and/or expulsion from the course.
- *Illness:* A doctor's note is required for any illness causing you to miss assignments, quizzes, tests, projects or exams. At the discretion of the instructor, you may complete the work missed, or have the work prorated (i.e. an average is given according to your performance throughout the course).
- *Makeup Tests, Exams or Quizzes:* There will be no makeup tests, exams or quizzes. If you miss a test, exam or quiz, you will receive zero marks. Exceptions may be made for documented medical reasons or extenuating circumstances at the approval of the instructor.
- *Labs/Lectures:* Attendance is mandatory. Lab exercises are due at the end of the lab period.

Assignment Details

To be covered by the instructor of the course



This schedule is subject to change at the discretion of the instructor.

Week/ Lecture Number	Material Covered	Ref/ Chapter	Outcomes (Learning Objectives)
Sept 7	Orientation Recap of Course Outline		To familiarize the student with overall course objectives, define learning process for labs and communicate expectations for the course participation
Sept 11	Evolution of Marketing Marketing Defined	1	To identify the roll of marketing is today's society and the impact of marketing to the success of the practice of accounting and financial management
Sept 14	Operating Environment of marketing	2	To discuss controllable and uncontrollable marketplace variables
Sept 18	MIS and Marketing Research	3	To explore the types of information systems available to marketers and their role in decision making
Sept 25	Consumer Behavior	4	To show the scope of Consumer Analysis and introduce the concepts of demographics and psychographics as target market determinants
Sept 28	Organizational consumers	5	To define "organizational" customers and influences on their buying behavior
Oct. 2	Target market Analysis	6	Identify the elements that impact a TM strategy including demand analysis through product positioning
Oct. 5	Product Planning	7	To understand the importance of planning product strategy
Oct 9	Thanksgiving No Classes		
Oct 12	Goods Versus Service Marketing	8	To discuss the product life cycle and its importance in managing elements of the marketing mix
Oct 16	Mid Term Review	Chapters 1-8 inclusive	
Oct 19	mid-term Exam		
Oct 23	Launching Product	9	To identify the various alternatives to getting products to market including channel intermediaries
Oct 26	Physical Distribution	10	To distinguish among the various types of wholesalers and briefly discuss retailing

Oct. 30	Retailing/Wholesaling	11	To introduce the concepts used in the communications strategy
Nov 2	Personal Selling	12	To introduce the primary tools used in marketing communications
Nov 6	Advertising/PR/Promotion	13	To discuss the scope and elements of advertising, public relations and promotional plans
Nov 9	Direct/Internet Marketing	14	To describe marketing and the new world of e-commerce
Nov 13	No Classes		
Nov 16	Price Planning Pricing Strategy	15	To identify the elements critical to effective pricing To discuss the components of pricing strategy and tactics
Nov 20	Strategic Marketing Planning (Both Lectures)	16	To define the role of marketing the the strategic plan of an organization
Nov 23			
13 Nov 27	Marketing Plans	17	To examine the role that financial managers are expected to plan in auditing a marketing plan
Nov 30	Review		
14 W/O Dec 4 FINALS			



CASE STUDY

Set Number

GROUPS	A	B	C	D	E
Case 1 Date	Oral Presentation (10%) 20 Minutes	Written Report (8%) 4 Pages	Written Report (8%) 4 Pages	Critique (5%) 1 Page Summary	Mark (4%) 1 Page Summary
Case 2 Date	Written Report (8%)	Oral Presentation (10%)	Written Report (8%)	Mark (4%)	Critique (5%)
Case 3 Date	Critique (5%)	Mark (4%)	Oral Presentation (10%)	Written Report (8%)	Written Report (8%)
Case 4 Date	Mark (4%)	Written Report (8%)	Critique (5%)	Oral Presentation (10%)	Written Report (8%)
Case 5 Date	Written Report (8%)	Critique (5%)	Mark (4%)	Written Report (8%)	Oral Presentation (10%)

Your Group Name: _____

Members:

1. _____
2. _____
3. _____
4. _____
5. _____

For your group's assignments, read below. All groups deal with all five cases, doing one task or another.

Every group has to make *one oral* presentation of the chosen case, write *two* four-page reports (these are *group reports*, not individual reports) on two other cases, *mark* a fourth case, and *critique* a fifth case. When marking and critiquing, each member of the group is to submit a one-page report showing the main problem and solution only. The written reports must be typed and in double space.



Oral / Written Presentations Case Discussion & Preparation Guide

Outline	Guide Questions
Case Synopsis (only for oral) * A summary of the major events and facts	Familiarize yourself with the case by answering: 1. What is the case generally about? 2. What are the main facts, characters & events?
Problem Identification * Define the main problem in question form, in one sentence	Diagnose the case problem by answering: 1. What is the problem of the case? State clearly in a sentence, in question form.
Findings A. Outline facts relating to the problem. B. Make assumptions, if necessary. C. Research for more information which will throw light on the problem (library, industry).	Analyze the case by answering: 1. What data or research is needed to answer questions in the case? 2. What assumptions need to be made?
Evaluation of Alternatives • State three alternatives and evaluate the advantages and disadvantages of each alternative. • For each alternative, state three advantages and 3 disadvantages.	Develop solutions and evaluate each by answering: 1. What are the realistic, independent, mutually exclusive alternative solutions to the problem? 2. What are the expected consequences of these alternative solutions? 3. What are their advantages and disadvantages?
Solution * State the chosen alternatives solution with a supporting argument. * Consider the cost of your recommendation(s) * State how you will implement the solution.	Make a decision by answering: 1. How do the alternative solutions compare in terms of their advantages and disadvantages? 2. Which of the alternative solutions seems best?
Plan Of Action * List step-by-step how the chosen alternative solution would be implemented.	Plan the implementation of the solution by answering: 1. How should the plan be implemented? 2. Who should implement the solution?
Concepts Used from Course * List two or three major concepts used in the case study.	1. Which course concepts or research findings helped develop the case preparation?



Course Outline

MKTG 1102 Essentials of Marketing **Case Study – Written Report**

This is a short, concise business report. The contents may be written in point form. Use the following guidelines.

COVER PAGE:

- * Name of case
- * Name of group members
- * Set Number and Group Colour
- * Course Number
- * Date of presentation

If a group member did not participate, do not show his/her name.

CONTENTS:

(see previous page)

- * Problem – state in one or two sentences, the **main** problem, in question form.
- * State facts in the case relating to the problem only
- * Any research information needed/ used?
- * Any assumptions necessary?
- * State at least three alternatives, and three advantages and three disadvantages of each.
- * Solution and implementation
- * Concepts used from the course
- * Identify under “Reference” or “Bibliography” research information sources used

Report must be typed 12 font, double spaced and the body limited to **four pages**. (You may use Appendix where necessary)

Penalty for late submissions: 25% per working day – 0% if more than 2 days late

Mark Allocation for Case Studies

Oral Presentation	10% of grade
2 Written Reports (8 marks each)	16% of grade
Critiquing	5% of grade
Marking	4% of grade

No marks are given for missing oral presentations.



Guidelines for Marking the Oral Case Presentation 50% By Group, 50% By Instructor

Worth 4% of your mark

MKTG 1102 Essentials of Marketing

Names of Group Being Marked (and colour) _____

Names of your Group marking (colour) _____

- No mark if an item is not covered
- Give partial mark for each item covered; full mark only for exceptionally good coverage.
- Explain why you gave the mark

/2 Problem clearly identified and stated in question form?

/2 Facts relevant to the problem outlined, and assumptions made where necessary?

/5 Evidence of secondary or primary research and quality of research used in solving the problem?

/6 At least three alternatives discussed with three advantages and three disadvantages of each?

/2 Does the proposed solution solve the problem stated satisfactorily?

/1 Any concepts learned in the course applied?

/2 How was the overall presentation format such as effectiveness of communication, answers to questions, participation by each member, utilization of time (20) minutes, etc?

/20 Marks awarded. (Your marks count for 50% of marks awarded to the group)

For Each Item:

Not Covered / Poor	0 – 50 %
Adequate	50 – 60 %
Very Good	60 – 70 %
Excellent	70 – 80 %
Super	80 – 100 %



Critiquing a Presentation

WHAT IS A CRITIQUE?

A critique is the art of evaluating or analyzing with knowledge and propriety, a speech, presentation, book, artwork, etc. It is not simply an act of negative criticism, but an evaluation of both the positive and negative aspects of the object of the critique.

In order to properly critique the case presentation, the critiquing group must, first be very familiar about the case. In other words, the group must have its own problem identification, analysis, alternatives and solution. Without such preparation, it is not possible to offer a valid critique.

Secondly, the critiquing group must focus on:

1. The problem statement – is the problem clearly stated by the presenters? Is it relevant to the case? Is it vague?
2. Did the presenters support the problem with the relevant facts in the case?
3. Were logical assumptions made where necessary?
4. Did the group present any research findings? What evidenced was shown in the discussion?
5. Were three alternatives presented as possible solution(s) to the problem? Were the advantages and disadvantages of each of the alternatives discussed satisfactorily?
6. Does the solution(s) presented solve the problem?
7. Did the group apply any of the concepts learned in the course to the case?

Format: Criticisms may be offered on how well the case was articulated. Use or non-use of visual aids, voice, posture, time used for the presentation (too little?) and participation by each member of the group – all these may be critiqued.

Critiquing Sheet
Worth 5 % of your mark

Group Being Critiqued: (Names and Colour)

Group Critiquing : (Names and Colour)

**Comment on each of the 7 steps outlined. Use the format given :
Attach your one page reports to this paper and submit together at the end of the lab**

Week Of:	Labs	Group
Sept. 11	Orientation/Groups chosen	All
Sept. 18	All students to be prepared to do a trial run on Test Case (ie. Be prepared to present with your group)	All
Sept. 25	No booked lab – Groups to prepare for “first” case presentation (I will be in the classroom in case you need help)	“off”
Oct. 2	Case #1 Presentation	Blue
Oct. 9	Use lab for group work Case #2	“off”
Oct. 16	Case #2 Presentation	Green
Oct. 23	Use lab for group work Case #3	“off”
Oct. 30	Case #3 Presentation	Yellow
Nov. 6	Use lab for group work Case #4	“off”
Nov. 13	Case #4 Presentation	Red
Nov. 20	Use lab for group work Case #5	“off”
Nov. 27	Case #5 Presentation	Orange