

MBAS 557: SERVICE MARKETING

Workload	: 4 hours per week – Total credits 4
Examination	: 3 hours 70 marks
Objectives	: 1. To know theoretical and practical basis for service performance 2.To utilize the key services frameworks and concepts 3. To understand the service blueprinting and the integration of new technologies
Course outcomes	1. creates an understanding what quality means and how customers develop perceptions of service quality 2. In depth knowledge on consumer behaviour in service delivery. 3. Practicality of service design and service standards.
Pedagogy	: Lectures, assignments, practical exercises, discussions, seminars.

Module 1, Introduction to services: Concepts, Contribution of service sector in the economy, reasons for the growth of services sector, Characteristics of Services, Different service Marketing activities, Categorizing Service Processes , Service Marketing Mix – 7P's of Services Marketing, Concept of service marketing triangle, Marketing challenges in service industry.

Module 2, Consumer behaviour in services: Search, Experience and Credence property of services, Customer expectation of services, two levels of expectation, Zone of tolerance, Factors influencing customer expectation of services; Customer perception of services - Factors that influence customer perception of service, Service encounters, Customer satisfaction, Strategies for influencing customer perception; The purchase process for services – customer behaviour at different points in the service experience; Managing demand and capacity– Lack of inventory capability, Understanding demand patterns, Strategies and Tools for matching capacity and demand, coping with fluctuating demand, Waiting line strategies.

Module 3, Managing Relationships: Building customer relationship through retention strategies, Relationship marketing, Evaluation of customer relationships, Benefits of customer relationship; Market segmentation - Basis and targeting in services; complaint handling and service recovery.

Module 4, Service standards and Managing service quality and productivity – Concept of Service quality, Contrasting quality components in manufacturing and services, capturing the customer's perspective of service quality, generic dimensions customers use to evaluate service quality, The SERVQUAL Scale, The GAP Model, measuring and improving service quality, Tools for analysing and addressing service quality problems, Defining and measuring productivity, improving service productivity, TQM

Module 5, Designing and managing service processes and Planning the service environment - New service development types, stages; blueprinting, steps, identifying failure points, failure proofing, fail-safe methods for service personnel, fail-safe methods for the customer, service process redesign; the customer as co-producer, levels of customer participation, self-service technologies, service firms as teachers, Customers as partial employees; the problem of customer misbehaviour, addressing the challenge of Jay customers.

Module 6, Pricing of services- Pricing Revenue Management and Distribution of services – objectives of pricing, foundations of setting prices- cost based, value based, competition based, Revenue management –meaning, strategies, ethical concerns and perceived fairness of pricing policies, pricing issues, pricing fences. Distribution in the service context, the type of contact: options for service delivery, decisions about place and time, service delivery in cyberspace, role of intermediaries, internationally distributed services.

Module 7, Customer's role in service delivery - Importance of customer & customer's role in service delivery, Strategies for enhancing Customer participation, Delivery through intermediaries- Key intermediaries for service delivery, Intermediary control strategies.

Module 8, Role of marketing communication and Physical evidence in services: Importance of communication in service marketing, four categories of strategies to match service promises with delivery, Methodology to exceed customer expectation; Types of services capes, Role of services capes, Frame work to understand services capes and their effect on behaviours, Guidance for physical evidence strategies.

Reference Books:

1. Valarie A. Zeithmal& Mary Jo Bitner- Services Marketing - TMH.
2. Christopher Lovelock- Services Marketing- Pearson Education.
3. Kenneth E Clow& David L Kurtz- Services Marketing: Operation, Management, and Strategy-Biztantra.
4. Ravi Shankar -Services Marketing: The Indian Perspective- Excel Books.
5. Rajendra Nargundkar-Services Marketing -TMH.
6. Govind Apte-Services Marketing - Oxford.
7. Hoffman& Bateson- Services Marketing - Cenage Learning.
8. Peter Mudie and Angela Pirrie-Services Marketing - Elsevier.
9. Audrey Gilmore -Services Marketing and Management- Response Books - Sage India.
10. Jha S. M- Service Marketing - HPH.

MANGALORE



UNIVERSITY

Mangalagangothri – 574199

DEPARTMENT OF BUSINESS ADMINISTRATION

in Association with

Internal Quality Assurance Cell (IQAC), Mangalore University

United Nations Development Programme (UNDP)

Seventh Sense People Development Solutions Pvt Ltd

Organizes

6 Days UNDP Entrepreneurship Development Training Program

06 December, 2021 to 11 December, 2021

Cordially Invite you to the
INAUGURAL FUNCTION

Dr. P Subrahmanya Yadapadithaya
Hon'ble Vice Chancellor, Mangalore University
Will inaugurate

Ms. Deeksha N
Mr. Keerthanraj T. S
Mr. Ashwin Kumar
District Community Mobilizers and EDP Trainer

Seventh Sense People Development Solutions Pvt Ltd and Inquilab Inventions Foundations

In the Presence of
Prof Manjunatha Pattabi
Director, IQAC
Mangalore University
And
Prof. Puttanna K
Chairman
Department of Business Administration
Mangalore University

Date: 6th December, 2021

Time: 09.00 AM

Venue: MBA Seminar Hall

MANGALORE UNIVERSITY

6 Days UNDP Entrepreneurship Development Training Program

06 December, 2021 - 11 December, 2021

Report



6 Days UNDP Entrepreneurship Development Training Program was organised in the department in association with Internal Quality Assurance Cell (IQAC), Mangalore University, United Nations Development Programme (UNDP) and Seventh Sense People Development Solutions Pvt Ltd on 06 December, 2021 - 11 December, 2021.

The workshop was inaugurated by Prof. Puttanna. K, Chairman of the department and Mr. Keerthanraj T. S, District Community Mobilizer, Seventh Sense People Development Solutions Pvt Ltd. Experts from Seventh Sense People Development Solutions Pvt Ltd trained our participants on various issues relates to social entrepreneurship. They used both lecture and activity methods to train the participants. Their lecture covered broad aspects relates entrepreneurship.

Three resource persons Mr. Keerthanraj T. S, Ms. Deeksha N and Mr. Ashwin Kumar from Seventh Sense Sense People Development Solutions Pvt Ltd trained the participants. 61 students and 10 faculty members participated in the program. Certificate of participation is issued to all the participants on successful completion the training.