



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Service Marketing							
Course Code		IYO256		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	79 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		The basic concepts of service marketing is taught to the students. Service marketing mix elements, is to explain what should be done about that service businesses of customer complaints and customer retention.							
Course Content		The course of the examination of the environmental conditions that affected service marketing concept of the definition of services marketing activities and serve to explain the marketing process of the elements that serve marketing mix and service businesses in customer complaints and handling of customer retention is the way							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation)					
Name of Lecturer(s)									

### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

### Recommended or Required Reading

1	• Öztürk Ayşe (2006) Hizmet Pazarlaması, Ekin Kitabevi, Karahan Kasım (2000) Hizmet Pazarlaması, Beta Yayınevi, İslamoğlu Ahmet vd. (2006) Hizmet Pazarlaması, Beta Yayıncılık.
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Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction to service marketing
	Preparation Work	Related chapters in the course book
2	Theoretical	Customer satisfaction and service quality
	Preparation Work	Related chapters in the course book
3	Theoretical	Customer expectations and management
	Preparation Work	Related chapters in the course book
4	Theoretical	Perception of consumer behavior and service quality.
	Preparation Work	Related chapters in the course book
5	Theoretical	Physical items in service delivery
	Preparation Work	Related chapters in the course book
6	Theoretical	Product concept in service marketing
	Preparation Work	Related chapters in the course book
7	Theoretical	Pricing of Services
	Preparation Work	Related chapters in the course book
8	Theoretical	Supply and demand management in service sector
	Preparation Work	Related chapters in the course book
9	Theoretical	Supply and demand management in service sector
	Intermediate Exam	Midterm exam
10	Theoretical	Customer complaints management
	Preparation Work	Related chapters in the course book
11	Theoretical	Customer retention ways
	Preparation Work	Related chapters in the course book
12	Theoretical	Customer satisfaction methods in individual services
	Preparation Work	Related chapters in the course book
13	Theoretical	Relational marketing
	Preparation Work	Related chapters in the course book



14	Preparation Work	
	Final Exam	Final exam

**Workload Calculation**

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1.5	2	49
Midterm Examination	1	12	1	13
Final Examination	1	16	1	17
Total Workload (Hours)				79
[Total Workload (Hours) / 25*] = <b>ECTS</b>				3

\*25 hour workload is accepted as 1 ECTS

**Learning Outcomes**

1	That disclose concepts and facts that form the basis of service marketing.
2	It synthesizes the concepts of service quality, customer expectations and customer satisfaction and presents the recommendations for implementation.
3	To know with relation of the basic principles of the service sector pricing and develop pricing strategies
4	With synthesize the quality of service, customer expectations and customer satisfaction and offers practical suggestions for these
5	Supply and demand management issues in the services sector makes analysis and s marketing strategy

**Programme Outcomes (Cooperatives)**

1	Define the problems at micro and macro levels in cooperatives area and gain the ability of solution
2	Gain the ability of applying accounting transactions in cooperatives and Gain the ability of get and comment of datas in cooperatives area
3	Gain the ability of executing establishment and functioning of cooperatives and top organizations independently
4	Gain the ability of create solidarity culture and communication so they can fulfill duties and responsibilities
5	Gain the ability of applying the knowledges about economics, business, law and communication on cooperatives areas.
6	Gain the ability of watching, global, international and local cooperatives acts and improvements

**Contribution of Learning Outcomes to Programme Outcomes** 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	4	4	4	4	4
P2	5	4	5	5	5
P3	4	4	4	4	4
P4	5	4	5	5	5
P5	2	5	4	4	3
P6	3	4	3	5	4

