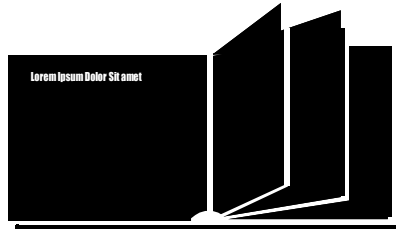


THREE RIVERS COMMUNITY COLLEGE  
**MARKETING PROGRAM**



**COURSE OF STUDY OUTLINE**

***PRINCIPLES OF MARKETING - PM***  
***BMK 201 - 3 CREDITS***  
***SPRING, 2014***

***BANNER ID # 11606***  
***MONDAYS and WEDNESDAYS:***  
***2:00 – 3:15 PM***  
***ROOM D-109***

**PROFESSOR: IRENE W. CLAMPET**

**OFFICE PHONE: (860) 215-94914 (VOICE MAIL)**  
**E-MAIL: [iclampet@trcc.commnet.edu](mailto:iclampet@trcc.commnet.edu)**

**OFFICE HOURS:** *ROOM C-126*  
***MONDAYS, WEDNESDAYS:*** *12:30 – 2:00 PM*  
***OR BY APPOINTMENT***

**COURSE DESCRIPTION:**

This course presents an introduction to the four elements of the marketing mix: product decisions, pricing decisions, promotional decisions and distribution decisions. Emphasis is on the importance of marketing research and consumer behavior in the formulation of marketing strategy. Students study marketing principles and practices as they are applied to consumer and industrial products and services as well as in not-for-profit organizations. Additional topics include marketing in a global economy, marketing ethics, social media marketing and marketing information systems. The marketing campaigns of small and large companies are discussed as practical examples. Students develop their own marketing plans using strategy and principles learned in the course.

**TEXT:**

Boone and Kurtz, CONTEMPORARY MARKETING, 16th edition, (2014)  
Cengage Learning: Mason, OH.

**Student ISBN # 9781133628460 - Text is available for rental.**

Additional readings will be assigned as required to keep current with marketing strategy.

**COURSE LEARNING OUTCOMES:**

Utilizing various learning activities, the students will be able to demonstrate the following skills and learning outcomes by the completion of this course of study:

- a. demonstrate a mastery of the basic principles, concepts and terminology of today's marketing strategy through projects and assignments;
- b. develop an awareness of the importance of marketing in today's competitive, consumer-oriented society;
- c. develop an understanding of the interrelationship of all marketing activities for modern businesses in a global economy;
- d. be able to use specific marketing vocabulary to explain business strategy;
- e. use technology to create marketing plans
- f. demonstrate an ability to use critical thinking and participate in the decision making process of marketing strategy;
- g. develop an awareness of the advantages of ethical business practices in the field of marketing;
- h. understand the nature and scope of career opportunities in the field of marketing.

**COURSE REQUIREMENTS**

The student will be responsible for attendance, classroom participation, readings on Blackboard - web "Highlights", four quizzes, a mid-semester exam, a term project and a final exam.

The course work will consist of text reading, internet assignments, group discussions and decisions, powerpoint presentations, marketing cases, use of social media for research, and utilization of student experience to illustrate concepts and examples.

The term project will consist of a team marketing plan presentation utilizing Blackboard web discussions and collaboration to help communicate and formulate strategy.

*In addition, students will be required to submit a specific assignment (chosen by the instructor) as an artifact for their e-portfolio.*

**GRADING POLICY:**

The final grade will consist of the following factors:

4 Quizzes	30%
Class participation, attendance and term project <u>participation</u>	10%
Term Project (group preparation and performance)	10%
Mid-semester exam	25%
Final exam	<u>25%</u>
	100%

**#### NO MAKE-UP QUIZZES!. NO EXCEPTIONS! THIS MEANS YOU!**  
**I DO NOT ACCEPT DOCTORS' NOTES I DO NOT EVALUATE EXCUSES**  
**\*\*\*\*Absence from a quiz will result in a 0 grade on that quiz.**

**NOTE WELL:** Four quizzes will be given and the lowest grade will be dropped. **You must take all 4 quizzes to be able to drop one.**  
**The three best quiz marks will be counted in the 30% for the final grade.**

Failure to attend class on the day of your group's scheduled presentation will result in a **zero grade for that presentation for the absent member.** Any problems relating to the completion of assignments or taking of exams must be discussed with the instructor in advance.

**ABSENCE POLICY:**

Absences in excess of **3 class meetings will reduce your final grade.** Excessive absence or lack of significant contribution in classes or in your group's presentation planning will result in the lowering of the final class participation grade. **Arriving late or leaving early from class will count as a partial absence. (1/4)**

It is recommended that you **e-mail the instructor if your absence will EXCEED one class meeting.**

**COLLEGE WITHDRAWAL POLICY:**

After the add/drop period and before May 12, 2014, a student may withdraw from a course by obtaining a "Withdrawal Request Card" from the Registrar and requesting the instructor's signature. A grade of W, which does not affect QPA or class standing is recorded on the student's transcript to indicate formal withdrawal. **Failure to withdraw officially from a course may result in an "F" grade and/or academic probation.** No student will receive an INC (incomplete) grade unless he/she officially requests it in writing before the final examination. This request must also be approved by the Dean of Instruction.

**TERM PROJECT:**

The student will receive a separate assignment sheet detailing the requirements for the term project. **It will be distributed during the second half of the term and will include due dates.**

**### NOTE: SOME CHAPTERS ARE OUT OF SEQUENCE.  
CHAPTERS 5, 7, AND 11 ARE OPTIONAL AND WILL NOT APPEAR ON EXAMS  
OR QUIZZES.**

<u>WEEK NUMBERS</u>	<u>TOPICS</u>	CHAPTER #'s
<b><u>PART 1</u> DESIGNING CUSTOMER-ORIENTED MARKETING STRATEGIES</b>		
1	MARKETING: THE ART AND SCIENCE OF SATISFYING CUSTOMERS	1
2	STRATEGIC PLANNING IN CONTEMPORARY MARKETING	2
2	THE MRKTG ENVIRONMENT, ETHICS & SOCIAL RESPONSIBILITY	3
3	GLOBAL MARKETING	8
4	*** MARKET SEGEMENTATION, TARGETING AND POSITIONING	9
<b><u>PART 2</u> UNDERSTANDING BUYERS AND MARKETS</b>		
5	SOCIAL MEDIA: LIVING IN THE CONNECTED WORLD	4
6	CONSUMER BEHAVIOR	6
<b><u>PART 3</u> TARGET MARKET SELECTION</b>		
7	MARKET RESEARCH AND SALES FORECASTING	10
<b><u>PART 4</u> PRODUCT DECISIONS</b>		
8	PRODUCT AND SERVICE STRATEGIES	12
9	DEVELOPING AND MANAGING BRAND & PRODUCT CATEGORIES	13
<b><u>PART 6</u> PROMOTIONAL DECISIONS</b>		
10	INTEGRATED MARKETING COMMUNICATIONS: ADVERTISING AND PUBLIC RELATIONS	16
11	PERSONAL SELLING AND SALES PROMOTION	17
<b><u>PART 7</u> PRICING DECISIONS</b>		
12	PRICING CONCEPTS	18
13	PRICING STRATEGIES	19
<b><u>PART 5</u> DISTRIBUTION DECISIONS</b>		
14	MARKETING CHANNELS & SUPPLY CHAIN MANAGEMENT	14
15	RETAILERS, WHOLESALERS, AND DIRECT MARKETERS	15
16	FINAL EXAM	

**NOTE WELL:****IMPORTANT DATES:**

QUIZ # 1	MON., FEB. 10, 2014
QUIZ # 2	WED., FEB. 26, 2014
MIDSEMESTER EXAM	WEDNESDAY, MARCH 12, 2014
QUIZ # 3	WED., APRIL 9, 2014
QUIZ # 4	MON., APRIL, 28, 2014
FINAL EXAM	WEDNESDAY, MAY 14, 2014

**\*\*\*PRESENTATION CHECKLIST DUE:** WED., APRIL 30, 2014  
**OR PRIOR TO THAT DATE**  
**MARKETING PRESENTATIONS - MON. WED: MAY 7<sup>H</sup>, 12<sup>th</sup>, 2014**

**Digication – TRCC Online Learning Portfolio:**

*All students are required to maintain an online learning portfolio using a TRCC designed template. Students will upload at least one assignment from this class to Digication. Further guidance will be provided.*

Readings from the text are to be completed before the class meeting. Quizzes, exams, project presentations and other assignments will be announced. *Full participation* in all class discussions, small group decisions and the term project is required to receive a favorable 10% class participation grade. You are not fully participating if you are not in class, therefore, EXCESS absences will reduce your participation grade.

Class discussions will often center around a recent development in business which impacts on marketing. You are encouraged to bring current periodical articles and Internet examples of current marketing activities to class to initiate those discussions.

**SUGGESTED BUSINESS REFERENCES AND SOURCES:**

ADWEEK	MARKETING NEWS
ADVERTISING AGE	JOURNAL OF AMERICAN MARKETING
BUSINESS WEEK	THE NEW YORK TIMES, BUSINESS PAGES
SALES AND MARKETING MANAGEMENT	SELLING
FORBES	THE WALL STREET JOURNAL
FORTUNE	WALL STREET WEEK
HARVARD BUSINESS REVIEW	JOURNAL OF RETAILING
INC. MAGAZINE	SUPERMARKETS WEEKLY
HISPANIC BUSINESS	CONNECTICUT BUSINESS

**ACADEMIC DISHONESTY POLICY STATEMENT:**

**Grounds for Dismissal from the Course**

Academic Dishonesty shall in general mean conduct which has as its intent or effect the false representation of a student's academic performance, including but not limited to (a) cheating on an examination, (b) collaborating with others in work to be presented, contrary to the stated rules of the course, (c) plagiarizing, including the submission of others' ideas or papers (whether purchased, borrowed, or otherwise obtained) as one's own, (d) stealing or having unauthorized access to examination or course materials, (e) falsifying records of laboratory or other data, (f) submitting, if contrary to the rules of a course, work previously presented in another course, and (g) knowingly and intentionally assisting another student in any of the above, including assistance in an arrangement whereby any work, classroom performance, examination or other activity is submitted or performed by a person other than the student under whose name the work is submitted or performed.

**DISABILITY POLICY STATEMENT:**

If you have a disability that may affect your progress in this course, please meet with a Disability Service Provider (DSP) as soon as possible. Please note that accommodations cannot be provided until you provide written authorization from a DSP.

<b>TRCC Disabilities Service Providers</b> Counseling & Advising Office Room A-119	
<b>Matt Liscum</b> (860) 383-5240	<ul style="list-style-type: none"><li>• Physical Disabilities</li><li>• Sensory Disabilities</li><li>• Medical Disabilities</li><li>• Mental Health Disabilities</li></ul>
<b>Chris Scarborough</b> (860) 892-5751	<ul style="list-style-type: none"><li>• Learning Disabilities</li><li>• ADD/ADHD</li><li>• Autism Spectrum</li></ul>