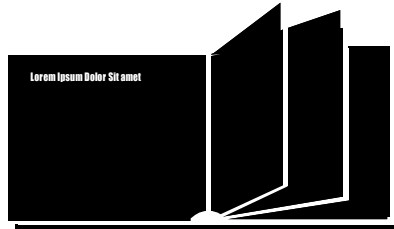


THREE RIVERS COMMUNITY COLLEGE  
**MARKETING PROGRAM**



**COURSE OF STUDY OUTLINE**

***PRINCIPLES OF MARKETING - PM  
BMK 201 - 3 CREDITS  
SPRING, 2013***

***BANNER ID # 11606  
TUESDAYS, THURSDAYS: 2:30 – 3:45 PM  
ROOM D-109***

**PROFESSOR: IRENE W. CLAMPET**

**OFFICE PHONE: (860) 383-5231 (VOICE MAIL)**  
**E-MAIL: [iclampet@trcc.commnet.edu](mailto:iclampet@trcc.commnet.edu)**

**OFFICE HOURS:** *ROOM C-126*  
***TUESDAYS, THURSDAYS:***  
***1:00 – 2:30 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, 15th edition, (2012)  
SOUTH-WESTERN Cengage Learning: Mason, OH, 2011.

**Student ISBN # 9781111221782. 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 testing;
- 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 participate in the decision making process of marketing strategy through the completion of marketing projects;
- 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, 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.

**GRADING POLICY:**

The final grade will consist of the following factors:

4 Quizzes	30%
Class participation, attendance and term project <i>participation</i>	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 13, 2013, 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 STARRED (\*) TO DENOTE THEY ARE OUT OF SEQUENCE. CHAPTERS 4, 6 AND 10 ARE OPTIONAL – NOT ON QUIZZES OR EXAMS.**

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

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

<b>QUIZ # 1</b>	<b>TUESDAY, FEBRUARY 12, 2013</b>
<b>QUIZ # 2</b>	<b>THURSDAY, FEBRUARY 21, 2013</b>
<b>MIDSEMESTER EXAM</b>	<b>THURSDAY, MARCH 14, 2013</b>
<b>QUIZ # 3</b>	<b>THURSDAY, APRIL 11, 2013</b>
<b>QUIZ # 4</b>	<b>THURSDAY, APRIL 25, 2013</b>
<b>FINAL EXAM</b>	<b>THURSDAY, MAY 16, 2013</b>

**\*\*\*PRESENTATION CHECKLIST DUE: TUESDAY, APRIL 29<sup>TH</sup>, 2013  
OR PRIOR TO THAT DATE**

**MARKETING PLAN PRESENTATIONS - THURS. TUES: MAY 9<sup>TH</sup>, 14<sup>th</sup> 2013**

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:****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.

myCommNet Alert is a system that sends text messages and emails to anyone signed up in the event of a campus emergency. Additionally, TRCC sends messages when the college is delayed or closed due to weather.

All students are encouraged to sign up for myCommNet Alert. A tutorial is available on the Educational Technology and Distance Learning Students page of the web site. This link should be shared with students.

[http://www.trcc.comnet.edu/div\\_it/educationaltechnology/Tutorials/myCommNetAlert/MIR3.html](http://www.trcc.comnet.edu/div_it/educationaltechnology/Tutorials/myCommNetAlert/MIR3.html)

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>