



Course syllabus

School of Business and Economics
Department of Marketing

2FE531 Företagsekonomi III - Ledning och utveckling i handelsföretag, 15 högskolepoäng

Business Administration III -Retail Management and Retail Development, 15 credits

Main field of study

Business Administration

Subject Group

Business Administration

Level of classification

First Level

Progression

G2F

Date of Ratification

Approved 2015-05-13

Revised 2015-10-28 by School of Business and Economics.

The course syllabus is valid from spring semester 2016

Prerequisites

Business Administration I-II, 60 credits whereof at least 22,5 credits Marketing

Objectives

MODULE 1

Sensory Marketing, 6 credits

On completion of the course, students should be able to:

- discuss and analyse how the concepts customer, and sensory, experiences can be perceived in theory and practice from both a business and consumer perspective
- identify, describe and analyse how customer and sensory experiences can form the basis of a business's short and long term marketing
- develop and suggest marketing strategies for customer and sensory experiences in both goods and service providing businesses
- discuss and problematize what distinguishes sensory marketing from traditional marketing of goods and services on the consumer market
- identify and analyze how customer's purchasing decisions can be affected by sensory experiences within retail

MODULE 2

Service Logic and Value-creation within Service and Trade, 6 credits

On completion of the course, students should be able to:

- describe, analyse and explain service logic as a dominating basis for consumer-oriented marketing
- discuss and clarify the development, character and importance of relationship marketing
- analyse and problematize the role, development and character of the service sector
- describe and analyse the concept service management related to value-creation, quality, productivity as well as traditional and virtual service landscape
- discuss and problematize front-personnel and the customer as resources in service processes and value-creation
- apply theory within “service management” in order to manage and solve problems in marketing as well as account for and discuss conclusions with different parties

MODULE 3 Current Research within Swedish Retail, 3 credits

On completion of the course, students should be able to:

- discuss and analyse the application of retail research from a consumer perspective
- identify, problematize and develop an understanding for retail research in practice
- analyse and discuss the concept “State of the Art” in Swedish retail research
- develop and suggest research questions and approaches to problems for retail researchers

Content

MODULE 1

Sensory Marketing, 6 credits

The course contains:

- sensory marketing and customer experiences; their importance for business and consumers
- the importance of the brand name from a business- and consumer perspective as well as individualisation as a lifestyle
- the importance of Customer Relationship Management (CRM) in relation to sensory marketing
- sensory expressions and sensory experiences related to the human brain and the five senses
- sensory experiences as part of a brand's identity and the atmosphere within retail

MODULE 2

Service Logic and Value-creation within Service and Trade, 6 credits

The course contains:

- service logic as a central starting point for marketing
- Customer Relationship Management (CRM); its role and function in organisations' marketing; relationship marketing and relationship management on different planes and from different perspectives, with primary focus on the consumer sector
- relationship marketing's fundamental character and development
- service sector's role and growth in society
- service management with focus on the consumer sector, the service concept,

- service branding and experiences as key concepts
- the importance of interactive and process-related features in marketing, such as features of more traditional character, service quality and productivity; consistently with primary focus on consumer services
- different types of delivery systems and their connection to customers/consumers and marketing; service production and the importance of different types of events, role of personnel
- service landscape, physical environment and technical equipment
- the customer/consumer as a contributing actor, segmentation and target-group analysis
- service development, new solutions and possibilities

MODULE 3

Current Research within Swedish Retail, 3 credits

The course contains:

- research questions and their practical application
- “State of the Art” in Swedish retail research
- implications on the basis of scientific articles and research reports
- research questions and problem formulations for researchers in retailing

Type of Instruction

Teaching is in the form of lectures, seminars and tutoring. Obligatory parts are stated in the schedule.

Examination

The course is assessed with the grades A, B, C, D, E, Fx or F.

The course is examined as follows:

Module 1: home exam, report and oral presentation at a seminar

Module 2: report and oral presentation at a seminar

Module 3: report and oral presentation at a seminar

The grade A constitutes the highest grade on the scale and the remaining grades follow in descending order where the grade E is the lowest grade on the scale that will result in a pass. The grade F means that the student’s performance is assessed as fail.

After each regular examination there will be at least one new examination in close proximity to the date the results of the regular exam were posted. A minimum of five occasions for written exams will be offered in relation to the syllabus to which the student was accepted. Usually three occasions per academic year are offered. Students that fail reports can complement after instructions from the examiner to obtain a pass grade.

Grading criteria for the A–F scale are communicated in writing to the student by the start of the course/module at the latest, as well as how grades on separate elements of examination are weighed to a final course grade.

Course Evaluation

During the implementation of the course or in close connection to the course a course evaluation is to be carried out. Result and analysis of the course evaluation is to be presented as feedback both to the students who have completed the course and to the students who are to participate on the course the next time it is offered. The course evaluation is to be carried out anonymously.

Credit Overlap

This course cannot be part of a degree in combination with another course in which the content fully or partly correspond to the content of this course: 2FE506:1,2. 2FE505:1,2.

2FE530:1,2.

Required Reading and Additional Study Material

MODULE 1 Sensory Marketing, 6 credits

Hultén, B. *Sinnesmarknadsföring: Teoretiska och empiriska utgångspunkter*. Lund: Studentlitteratur. Latest edition. About 450 p.

Nordfält, J. *Marknadsföring i butik: Om forskning och branschkunskap i detaljhandeln*. Malmö: Liber. Latest edition. About 290 p.

Schmitt, B. *Customer Experience Management – A revolutionary approach to connecting with your customers*. New Jersey: John Wiley & Sons. Latest edition. About 240 p.

Underhill, P. *Why We Buy – Shopping som vetenskap*. Västerås: Forma Publishing Group. Latest edition. About 200 p.

Scientific articles, about 90 p.

MODULE 2 Service Logic and Value-creation within Service and Trade, 6 credits

Grönroos (Swedish or English version acceptable):

Grönroos, C. *Service management och marknadsföring*. Malmö: Liber. Selected parts, about 420 p. Latest edition.

Grönroos, C. *Service Management and Marketing - Customer Management in Service Competition*. Chichester, England. John Wiley & Sons, Ltd. Selected parts, about 420 p. Latest edition.

Gummesson, E. *Total Relationship Marketing*. Oxford: Butterworth-Heinemann LTD. About 380 p. Latest edition.

Wilson, A., Zeithaml, A., Bitner, M. J. *Services Marketing: Integrating Focus across the Firm*. New York, NY: McGraw-Hill Publishing Co. Selected parts, about 350 p. Latest edition.

Scientific articles. About 90 pages.

MODULE 3 Current Research within Swedish Retail, 3 credits

Hultén, B. *Sinnesmarknadsföring: Teoretiska och empiriska utgångspunkter*. Lund: Studentlitteratur. About 450 p. Latest edition.

Scientific articles. About 200 p.