MKTG3002
Services Marketing
Session 2, Special circumstances 2021
Department of Marketing

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Session 2 Learning and Teaching Update
The decision has been made to conduct study online for the remainder of Session 2 for all units WITHOUT mandatory on-campus learning activities. Exams for Session 2 will also be online where possible to do so.

This is due to the extension of the lockdown orders and to provide certainty around arrangements for the remainder of Session 2. We hope to return to campus beyond Session 2 as soon as it is safe and appropriate to do so.

Some classes/teaching activities cannot be moved online and must be taught on campus. You should already know if you are in one of these classes/teaching activities and your unit convenor will provide you with more information via iLearn. If you want to confirm, see the list of units with mandatory on-campus classes/teaching activities.

Visit the MQ COVID-19 information page for more detail.
General Information

Unit convenor and teaching staff
Associate Professor
Chris Baumann
chris.baumann@mq.edu.au
Contact via Email
3 Management Drive, 164
Thursday 3.30-5pm

Credit points
10

Prerequisites
40cp at 2000 level or above including MKTG2002 or MKTG202

Corequisites

Co-badged status

Unit description
In competitive service markets, offering consistent quality and satisfying services are key challenges. These challenges drive intangibility, heterogeneity, credence qualities and high similarity among competing service offerings. Because of the nature of services, service marketers have to adopt strategies to market their service offerings which are different from tangible goods. There is a growing range of touchpoints, where customers experience service marketing techniques. Therefore, services marketers require a deep understanding of issues such as service design and delivery, service quality measurement and internal marketing. The focus of this unit is on developing students’ knowledge of the specific characteristics of service offerings and service markets. Students will critically analyse and evaluate service offerings and service delivery processes with a focus on creating strategic options to improve service quality, satisfaction, firm performance and brand services competitively.

Important Academic Dates
Information about important academic dates including deadlines for withdrawing from units are available at https://students.mq.edu.au/important-dates

Learning Outcomes
On successful completion of this unit, you will be able to:

ULO1: Evaluate service marketing theories to solve services problems and communicate your solutions.
ULO2: Analyse and justify different strategic options to improve collaboration, service quality, customer satisfaction and firm performance.

ULO3: Critique and explain the specific characteristics of service offerings and service markets.

**General Assessment Information**

**Late submissions of assignments**

Sometimes unavoidable circumstances occur that might prevent you from submitting an assignment on time and, in that case, you may be eligible to lodge a Special Consideration request. Unless a Special Consideration request has been submitted and approved, please note that no extensions to assignment deadlines will be granted. Assignments that are submitted late will attract a late penalty:

1. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late.
2. No assignment will be accepted more than 72 hours after the due date and time (incl. weekends) after the original due date.
3. No late submissions will be accepted for timed assessments (e.g., quizzes, online tests) or for tasks with a weighting of 10% or less of the total unit assessment.

**Assessment Tasks**

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video presentation on service problem solution</td>
<td>20%</td>
<td>No</td>
<td>Week 5 &amp; Week 10</td>
</tr>
<tr>
<td>Report</td>
<td>40%</td>
<td>No</td>
<td>Week 8</td>
</tr>
<tr>
<td>Case Study Analysis</td>
<td>40%</td>
<td>No</td>
<td>Week 13</td>
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**Video presentation on service problem solution**

Assessment Type ¹: Media presentation
Indicative Time on Task ²: 12 hours
Due: Week 5 & Week 10
Weighting: 20%

Students will submit 2 videos of up to 2 minutes each. Services marketing theories and problems will be addressed.
On successful completion you will be able to:

• Evaluate service marketing theories to solve services problems and communicate your solutions.

Report
Assessment Type 1: Report
Indicative Time on Task 2: 24 hours
Due: Week 8
Weighting: 40%

Students will write a 2000 word report that analyses a selected service organisation that is approved by the teaching team. Collaboration processes and practices will be assessed in conjunction with different strategic options for service improvement.

On successful completion you will be able to:

• Analyse and justify different strategic options to improve collaboration, service quality, customer satisfaction and firm performance.

Case Study Analysis
Assessment Type 1: Case study/analysis
Indicative Time on Task 2: 24 hours
Due: Week 13
Weighting: 40%

In order to capture opportunities facing a service organisation, students are required to apply theoretical and practical knowledge to critique, analyse and solve challenges. Length: 2000 words

On successful completion you will be able to:

• Critique and explain the specific characteristics of service offerings and service markets.

1 If you need help with your assignment, please contact:

• the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
• the Learning Skills Unit for academic skills support.

Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources
This unit is delivered in a combination of weekly seminars/lectures and workshops. Students are expected to be active and engaged learners, contributing fully to workshop activities and discussions.

Learning activities include individual and group tasks that are to be completed during private study and in the workshops.

Students need to read in advance of seminar sessions/workshops, complete preparatory work, be prepared to work in small groups and discuss the materials assigned.

Attendance is important and attendance will be taken in class (whether online or on campus).

Students are expected to arrive on time and not to leave until the class ends.

The seminar/lecture notes will be posted on iLearn at https://ilearn.mq.edu.au. This is also where required reading material will be listed.

Unit Schedule
Please refer to iLearn.

Policies and Procedures
Macquarie University policies and procedures are accessible from Policy Central (https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

• Academic Appeals Policy
• Academic Integrity Policy
• Academic Progression Policy
• Assessment Policy
• Fitness to Practice Procedure
• Grade Appeal Policy
• Complaint Management Procedure for Students and Members of the Public
• Special Consideration Policy

Students seeking more policy resources can visit Student Policies (https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit Policy Central (https://policies.mq.edu.au) and use the search tool.
**Student Code of Conduct**

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/admin/other-resources/student-conduct

**Results**

Results published on platform other than eStudent, (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

**Student Support**

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

**Learning Skills**

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- Getting help with your assignment
- Workshops
- StudyWise
- Academic Integrity Module

The Library provides online and face to face support to help you find and use relevant information resources.

- Subject and Research Guides
- Ask a Librarian

**Student Enquiry Service**

For all student enquiries, visit Student Connect at ask.mq.edu.au

If you are a Global MBA student contact globalmba.support@mq.edu.au

**Equity Support**

Students with a disability are encouraged to contact the Disability Service who can provide appropriate help with any issues that arise during their studies.

**IT Help**

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/. When using the University’s IT, you must adhere to the Acceptable Use of IT Resources Policy.
The policy applies to all who connect to the MQ network including students.

**Changes since First Published**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>16/07/2021</td>
<td>Small editorial change.</td>
</tr>
<tr>
<td>15/07/2021</td>
<td>Updated late submission information due to Faculty requirement.</td>
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