

FB6622B: SERVICES MARKETING

Effective Term

Semester A 2025/26

Part I Course Overview

Course Title

Services Marketing

Subject Code

FB - College of Business (FB)

Course Number

6622B

Academic Unit

College of Business (CB)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

2

Level

P5, P6 - Postgraduate Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

- (a) understand the characteristics of service;
- (b) identify and address the marketing-relevant differences between services and goods;

(c) understand and address the current challenges in marketing services.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if DEC-A1 app.)		DEC-A2	DEC-A3
1	Explain the impact of service in an organization; Compare and contrast traditional and service marketing		x		
2	Describe the measurement of service quality;			x	
3	Identify the opportunities for improving service quality using the 5 gap models			x	
4	Design service process using different tools for creating delightful services;				x
5	Apply operations and human resource management strategies into service marketing strategies.			x	

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Learning and Teaching Activities (LTAs)

LTAs		Brief Description	CILO No.	Hours/week (if applicable)
1	Lectures	Student will discuss the concepts and knowledge of services marketing.	1, 2, 3, 4, 5	
2	Guest Talks	Students will have the opportunity to learn from the practical experience of senior executives from renowned service organizations as they share their insights on marketing and managing services.	3, 4, 5	

3	Debates	Students will discuss, clarify, and debate topics related to services marketing, which will be organized to stimulate their understanding and application of the theories and concepts taught.	1, 2, 3, 4, 5	
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Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks ("- " for nil entry)	Allow Use of GenAI?
1	Class Discussion	1, 2, 3, 4, 5	20	-	Yes
2	Case Studies	1, 2, 3, 4, 5	20	-	Yes
3	Project	1, 2, 3, 4, 5	60	-	No

Continuous Assessment (%)

100

Additional Information for ATs1: Class Discussion (20%)

Students are expected to participate actively in the class discussion.

2: Case Studies (20%)

Real life service case studies are provided to students. Students working in small teams need to apply customer service principles to identify services problems and develop recommendations.

3: Project (60%)

The project is to assess students' competence level to apply the learnt services marketing concepts to a real business situation as well as working effectively as a team. Students need to present to the class a summary of the group project. The presentation is designed to gauge students' communication and presentation ability on services marketing information. Peer evaluation will be conducted.

Assessment Rubrics (AR)**Assessment Task**

Class Discussion (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

Understanding of services marketing concepts and class participation

Excellent

(A+, A, A-)

- Able to always present and communicate services marketing ideas excellently in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Proactively participate in class discussion by offering innovative and quality ideas and asking questions related to the practice of services marketing strategy and concepts.

Good

(B+, B, B-)

- Able to frequently present and communicate services marketing ideas acceptably in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Proactively participate in class discussion by offering some quality ideas and asking questions related to the practice of services marketing strategy and concepts.

Fair

(C+, C, C-)

- Occasionally present and communicate services marketing ideas in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Occasionally participate in class discussion by offering some ideas and asking questions related to the practice of services marketing strategy and concepts.

Marginal

(D)

- Occasionally present and communicate services marketing ideas fairly in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Reactively participate in class discussion by offering very limited ideas and asking very few questions related to the practice of services marketing strategy and concepts.

Failure

(F)

- Not able to present and communicate services marketing ideas excellently in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
 - Not active in class discussion by offering no ideas and asking very few questions related to the practice of services marketing strategy and concepts.
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Assessment Task

Case Studies (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

Application of customer service principles to identify services problems and develop recommendations

Excellent

(A+, A, A-)

- Able to identify all service problems correctly and recommend innovative and/or quality solutions.
- Show excellent command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate excellent communication skills.

Good

(B+, B, B-)

- Able to identify most service problems correctly and recommend quality solutions.
- Show good command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate good communication skills.

Fair

(C+, C, C-)

- Able to identify some service problems correctly and recommend some quality solutions.
- Show acceptable command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate acceptable communication skills.

Marginal

(D)

- Able to identify a few service problems correctly and recommend fair solutions.
- Show marginal command of customer service principles and other services marketing knowledge in real business situations.
- Demonstrate marginal communication skills.

Failure

(F)

- Not able to identify all service problems correctly and recommend innovative and/or quality solutions.
 - Show poor command of customer service principles and other services marketing knowledge in analyzing real business situations.
 - Poor communication skills.
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Assessment Task

Project (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

Competence level to apply the learnt services marketing concepts

Excellent

(A+, A, A-)

- Able to apply service research to identify all service problems excellently and recommend innovative and/or quality solutions.
- Show excellent command of managerial and analytical skills to current service marketing issues.
- Demonstrate effective project management skills, and excellent oral and written communication skills.

Good

(B+, B, B-)

- Able to apply service research to identify most service problems and recommend quality solutions.
- Show good command of managerial and analytical skills to current service marketing issues.
- Demonstrate good project management skills, good oral and written communication skills.

Fair

(C+, C, C-)

- Able to apply service research to identify some service problems and recommend some quality solutions.
- Show acceptable command of managerial and analytical skills to current service marketing issues.
- Demonstrate acceptable project management skills, acceptable oral and written communication skills.

Marginal

(D)

- Able to apply service research to identify a few service problems and recommend fair solutions.
- Show marginal command of managerial and analytical skills to current service marketing issues.
- Demonstrate fair project management skills, fair oral and written communication skills.

Failure

(F)

- Not able to apply service research to identify a service problems and recommend fair solutions.
 - Show poor command of managerial and analytical skills to current service marketing issues.
 - Demonstrate poor project management skills, fair oral and written communication skills.
-

Assessment Task

Class Discussion (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

Understanding of services marketing concepts and class participation

Excellent

(A+, A, A-)

- Able to always present and communicate services marketing ideas excellently in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Proactively participate in class discussion by offering innovative and quality ideas and asking questions related to the practice of services marketing strategy and concepts.

Good

(B+, B)

- Able to frequently present and communicate services marketing ideas acceptably in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Proactively participate in class discussion by offering some quality ideas and asking questions related to the practice of services marketing strategy and concepts.

Marginal

(B-, C+, C)

- Occasionally present and communicate services marketing ideas in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Occasionally participate in class discussion by offering some ideas and asking questions related to the practice of services marketing strategy and concepts.

Failure

(F)

- Not able to present and communicate services marketing ideas excellently in oral and/or written format to analyze customers, competitors and other service issues in weekly classes.
- Not active in class discussion by offering no ideas and asking very few questions related to the practice of services marketing strategy and concepts.

Assessment Task

Case Studies (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

Application of customer service principles to identify services problems and develop recommendations

Excellent

(A+, A, A-)

- Able to identify all service problems correctly and recommend innovative and/or quality solutions.
- Show excellent command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate excellent communication skills.

Good

(B+, B)

- Able to identify most service problems correctly and recommend quality solutions.
- Show good command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate good communication skills.

Marginal

(B-, C+, C)

- Able to identify some service problems correctly and recommend some quality solutions.
- Show acceptable command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Demonstrate acceptable communication skills.

Failure

(F)

- Not able to identify all service problems correctly and recommend innovative and/or quality solutions.
- Show poor command of customer service principles and other services marketing knowledge in analyzing real business situations.
- Poor communication skills.

Assessment Task

Project (for students admitted from Semester A 2022/23 to Summer Term* 2024)

Criterion

Competence level to apply the learnt services marketing concepts

Excellent

(A+, A, A-)

- Able to apply service research to identify all service problems excellently and recommend innovative and/or quality solutions.
- Show excellent command of managerial and analytical skills to current service marketing issues.
- Demonstrate effective project management skills, and excellent oral and written communication skills.

Good

(B+, B)

- Able to apply service research to identify most service problems and recommend quality solutions.
- Show good command of managerial and analytical skills to current service marketing issues.
- Demonstrate good project management skills, good oral and written communication skills.

Marginal

(B-, C+, C)

- Able to apply service research to identify some service problems and recommend some quality solutions.
- Show acceptable command of managerial and analytical skills to current service marketing issues.
- Demonstrate acceptable project management skills, acceptable oral and written communication skills.

Failure

(F)

- Not able to apply service research to identify a service problems and recommend fair solutions.
- Show poor command of managerial and analytical skills to current service marketing issues.
- Demonstrate poor project management skills, fair oral and written communication skills.

Part III Other Information

Keyword Syllabus

Goods versus Services Marketing; Five key dimensions of service quality; Gap Model of Service Quality; Customer Expectations of Services; Customer Perceptions of Services; SERVQUAL; Segmentation; Retention; Service design and positioning; Setting Service Standards; Role of Customer Participation; Meeting Supply and Demand; Service Supply Chain Management; Empowerment; External Communication; Pricing of Services & Physical Evidence of Service

Reading List

Compulsory Readings

Title	
1	Nil

Additional Readings

Title	
1	Valarie Zeithaml & Mary Bitner, Services Marketing, McGrawHill
2	Christopher H. Lovelock, Services Marketing, Prentice-Hall.
3	Other relevant updated papers and articles will be distributed and discussed in the lectures.