

# Business Administration

Course Number: **BUAD 336**

Course Title:

**Professors**

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**Learning Outcomes**

Upon completion of this course students will be able to

- explain the importance of Services Marketing as a distinctive and vital part of success in the current business environment
- describe the Gaps Model of Services marketing and the components of Service Quality.
- construct Services Marketing frameworks for monitoring and implementing improvements.
- evaluate customer relationship management strategies to drive customer retention.
- explain the role of management and employees in the service process.
- identify the pricing practices that can be used by a service business.
- conduct a comprehensive services marketing review of a services business including:
  - identifying service gaps and causes;
  - evaluating service quality measures;
  - constructing a blueprint for the services process;
  - and developing recommendations for the client.

**Course Objectives**

This course will cover the following content including:

See attached weekly Course Schedule.

**Evaluation Procedure**

Class Work 20

**Notes (con't)**

**Class Format**



