

MARKETING OF SERVICES

REQUIREMENTS AND CONDITIONS

- **Semestral project.** It is necessary to create teams and set the objects of this project within the first two weeks. Uploading to IS. Max of 20 points possible to receive for this activity.
- **News** (short case studies, messages) created in PowerPoint presenting during lessons. There is possible to get a max of 4 points for each according to the level of working out. Uploading to IS. Max of 20 points possible to receive for this activity.
- **Final test.** Max of 60 points possible to receive for this activity.

INSTRUCTIONS OF SEMESTRAL PROJECT

- Create the teams (2 students) or you can work individually.
- Choose **two companies** that can be understood as direct competitors. Each team will work with different companies.
- Choose **4 of 7 tools of the marketing mix** of services. Describe and compare these tools between the chosen companies according to data and also your own opinion.
- Present your project during the lesson in the length of about **20 minutes**. The appointed day of the presentations will be known in advance.
- The presentation **should be interesting** for other students. Use more pictures, videos, samples than text. Try to find interesting information etc. The form of the presentation is not fixed.
- After performing your presentation upload it to IS.

EVALUATION OF THE ACTIVITIES

ACTIVITIES	POINTS
Semestral Project	20
News (max of 4 points for each)	20
Final Test	60
TOTAL	100
+ 5 extra points from activities during lessons	

- **A minimum of 60 points is needed to pass the subject.**

LITERATURE

- URBÁNEK, J., 2014. *Marketing of Services in Theory and Practice*. Karvina: SBA. ISBN 978-80-7248-982-4.
- GRÖNROOS, C., 2015. *Service management and marketing: managing the service profit logic*. 4th ed. West Sussex: John Wiley & Sons Ltd. ISBN 978-1-118-92144-9.
- HOFFMAN, K. D. and J. E. G. BATESON, 2010. *Services Marketing: Concepts, Strategies, and Cases*. 4th ed. Mason: Cengage Learning. ISBN 9781439039397.
- LOVELOCK, C. and J. WIRTZ, 2014. *Services Marketing: People, Technology, Strategy*. 7th ed. Upper Saddle River: Pearson Education. ISBN 978-0-13-610721-7.