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| **Course Name** | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** |
| **Service Marketing** |  | 2 | 2+0 | 2 | 3 |
| Prerequisite Courses |  |
| Language of the Course | Turkish |
| Type of Course | Optional |
| Course Coordinator |   |
| Instructor |  |
| Course Assistants |  |
| The aim of lesson | It is to emphasize the importance of today by teaching students the concept of service and what service marketing is. In addition, it is aimed to enable students to develop different marketing strategies by distinguishing between services and physical products. |
| Course Learning Outcomes | At the end of this course, the student;1. Obtains information about the definition, classification, development and strategies of services.2. Understands that service marketing is the main factor in preventing unemployment and improving the future.3. Learns the applications for marketing mix elements in the service sector. |
| Course Content | Concept of service, characteristics of service, marketing of service as a product, service dominant logic |
| **Weeks** | **Topics** |
| one | Service concept and Service of the industry importance |
| 2 |  Services and Your services Classification |
| 3 | Service businesses and Traditional Marketing mix Elements |
| 4 | Service in marketing Product |
| 5 | Service in marketing Distribution |
| 6 | Service in marketing price . |
| 7 | Service in marketing promotion |
| 8 | Service of markets Investigating and Sunday analysis |
| 9 | Service Marketing and Employee |
| 10 |  Service and Customer relationship |
| 11th |  Service Marketing and Physically Evidence |
| 12 |  Service in their business Request and Capacity Management |
| 13 |  Service quality and Service Encounters |
| 14 | Service science His studies |
| 15 | Service Dominant Logic |

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| **General Competencies** |
| from students this your lesson mother their subjects their understanding and fields with in applications their use expected . |
| **resources** |
| Kozak, N. and Öztürk, AS (2011). *Service marketing: Theory, practice and examples* . Enhanced 10th Ed. Eskişehir: Ekin Publishing and Distribution. |
| **Evaluation System** |
| It is stated in the syllabus at the beginning of the semester. |

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| **WITH PROGRAM LEARNING OUTCOMES****COURSE LEARNING OUTCOMES RELATIONSHIP TABLE** |
|  | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** |
| **LO1** | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 2 |  |  |
| **LO2** | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 2 |  |  |
| **LO3** | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 |  |  |
| **REVENGE: Learning Outputs OP: Program Outputs** |
| **Contribution****level** | **1 Very Low** | **2 Low** | **3 Medium** | **4 High** | **5 Very High** |

Relation of Program Outcomes and Related Course

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **lesson** | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** |
| Service Marketing | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 2 |

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