
MKTG 4470.001

B2B Marketing Management

Spring 2020

Tu/Th :9:30 AM – 10:50 AM

BLB 075

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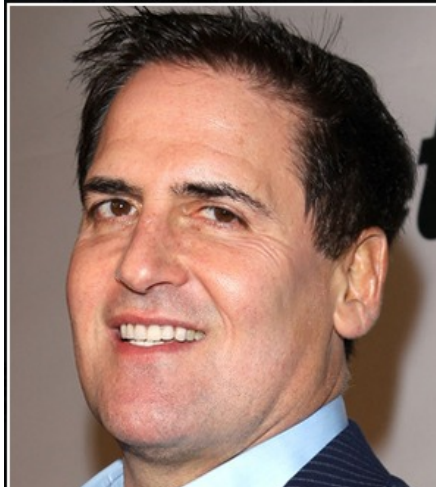
Office Hours:

Frisco: Monday/Wednesday

11:00AM-12 PM

Denton: Tuesday/Thursday

1:00PM -2:00PM (or by
appointment)



Learn to sell. In business you're always selling: to your prospects, investors and employees. To be the best salesperson put yourself in the shoes of the person to whom you're selling. Don't sell your product. Solve their problems.

— Mark Cuban —

Introduction

This class, as part of the UNT B2B Professional Selling Program, offers you the student a unique set of opportunities. Each of you has made an academic/career decision to become part of the B2B Professional Selling Program at UNT – either as a major or minor area of study. Presumably, you have done this because you see yourself in a professional selling-related career after graduating with your bachelor's degree from UNT.

As you know, two of the goals of the B2B Professional Selling Program at UNT are (1) to secure an appropriate professional selling internship for each student in the Program and (2) to ensure that each student in the Program receives one or more quality professional selling job offers prior to graduation.

What this means is that we, your Professional Selling Program faculty, must strongly endorse your candidacy for both internship and employment opportunities. **We can't do this alone.** It is up to each student to demonstrate the motivation, diligence, and learned skills throughout your time with us so that we can recommend you as a very high quality applicant to potential employer firms.

How can you, the student, do this?

The same way you would in a professional employment situation.

1. Arrive to each class meeting on time and prepared for that day's scheduled activities, just as you would in a career employment situation.
2. Take an active, participatory role in class-related activities and discussions - demonstrating motivation and dedication to the Program.
3. Conduct yourself in a professional manner and stay focused, without distraction, on the particular objectives and activities of the course during each class meeting and/or class related assignment.
4. Allocate sufficient preparation time outside of class in order to perform at your best level on all exams, assignments, and activities. This does not mean you have to be a perfect student. It does mean, however, that we must believe you are trying your best to realize your full potential.

These actions are the same criteria that future employers will use to evaluate you for retention, compensation, and promotion considerations. ***So think of your Professional Selling Faculty as your Sales Managers and impress us on a regular basis so that we can recommend you highly for that next promotion into a quality career position.***

Textbook

Business Marketing Management: B2B

Michael D. Hutt and Thomas W. Speh – Twelfth Edition

Cengage Learning ISBN: 978-1-337-29654-0

Course Description

Three (3) credit hours: The course focuses on developing the concepts, skills and strategies needed to successfully compete in business environments where organizations rather than individual consumers are the customers. Emphasis is placed on specialized knowledge and tools for developing marketing and sales strategies in business-to-business markets. Topics include organizational buyer behavior, team selling, relationship marketing, business market segmentation and communication.

Course Objectives

- Comprehend the important differences between marketing to businesses and organizations, as compared to marketing to consumers and households
- Understand organizational buying processes and forces impacting organizational buying behavior
- Explore marketing strategies, B2B market segmentation, and marketing planning
- Understand the value of customer relationship management and personal selling.
- Learn about channel marketing and the value of inter-firm relationships

- Explore and evaluate pricing strategies
- Understand methods for measuring performance
- Gain practical experience by utilizing planning methods and techniques

Class Communications

Canvas supports the class administratively as well as delivers some course content including:

- Syllabus
- Announcements
- Online quizzes and assessments
- Assignment Feedback
- Lecture slides
- Grade posting

You should check Canvas on a daily basis. This course makes frequent use of the Announcement tool in Canvas to disseminate critical information to the class. In this way, you are cognizant of current information and assignments.

Email Communication

You may contact me at any time via email, but remember to treat all email communications as **professional correspondence**. Please note these guidelines:

- Include a subject line that clearly indicates the reason for your email.
- Use an appropriate salutation for the recipient, e.g. "Dear Professor Smith or Mr. Smith".
- Make the tone of your email professional. Ask yourself how you would interpret the tone and content of the email had you received it from someone else.
- Avoid slang and do not use email or text abbreviations. Remember that good grammar, spelling and punctuation can make the difference between comprehension and confusion. Carefully proof your email before hitting the 'send' button.

Please send all correspondence via the UNT email system to timothy.smith@unt.edu . My personal goal is to respond to correspondence within 8-12 business hours (M-F).

To speak with me directly, the best method is to visit me during my office hours posted above, or suggest an appointment time via email.

Course Format

The ordering of the topics and book chapters for the course is found on the final page of this syllabus. This format is subject to change, sometimes frequent change, in order to respond to emerging circumstances throughout the semester. Any changes will be announced, in advance, in class, sent via broadcast email, or posted as a message on the class Canvas site. It is each student's responsibility to become aware of such modifications.

There **may be** one or more written objective exams (combination of true/false and multiple choice questions). The questions for these exams will come from the Customer Centered Selling book, as well as

other materials covered in class. Also, materials presented by industry guest speakers may be included on the exams.

In addition to the written exams, there will be a series of business research papers and formal presentations performed.

Finally, there may be participation opportunities throughout the semester which will carry credit points toward each student's final semester grade.

Course Components

There are several components described below that make up your total grade. There may be participation opportunities throughout the semester that will carry credit points toward each student's final semester grade.

Resume Project

The Resume Development component requires you to refine and update your existing resume to tailor it for the business-to-business professional sales environment. Your resume needs to demonstrate how your academic and work experience will address the anticipated needs of prospective B2B selling employers. This exercise will help you present your current qualifications for potential internship positions offered by our industry partners.

Interview Questions and Answers

To properly prepare for the upcoming internship interviews, you will compose concise but comprehensive answers to the five most important questions typically asked during a professional sales interview. Your answers need to distinguish you from the other program candidates in order to secure one of these high-value internships.

LinkedIn

LinkedIn's importance continues to grow as a virtual professional network. It is an essential branding tool for both you and the Professional Selling program. Your profile requires ongoing maintenance in order to remain highly visible and at the top of a potential employer's consideration set. This assignment requires you to take the time to refine your profile based upon the LinkedIn report card presented in MKTG 3010 in order to grow your network and build professional relationships.

Quizzes

There may be one to two quizzes covering material from the textbook and other materials covered in class. The quiz questions are multiple-choice and true-false. There is only one opportunity to take each quiz. Quizzes will not be rescheduled after the designated date, so it is up to you to be available to take the quiz as scheduled.

Planning Project

This project evaluates your understanding of overall marketing and planning strategies. More details on deadlines and deliverables will be provided during the course.

Participation/Mandatory Assignments

During the semester, there may be participation opportunities and assignments used to provide additional learning and to evaluate your course comprehension. The timing of these participation opportunities is at the instructor's discretion with the details disclosed solely during class time. This component of providing opportunities for additional development and rewards is consistent with the professional business environment where career advancement is impacted by employee discipline, dependability, and an eagerness to learn.

Only those students in class at the time of the activity are eligible for this participation grade.

Professional Dress

Professional appearance at the work place is a critical component of how others view and interact with you. Dress for success, Dress for your next position, Dress to impress are all important components of your future career.

Professional Dress for Men: Slacks, belt, dress shoes, dress socks, long sleeve button down shirt, ties and jackets (optional).

Professional Dress for Women: Slacks, skirts (appropriate length), dresses, blouses, custom outfits.

Professional Dress Point Allocations will be recorded over the course of the semester: Does not include 1st day of class, Last day of class, spring break, exam week, or when class does not meet.

1 Point per professional dress day may be earned over the course of the semester, not to exceed 25 points in total.

Attendance and On-time Arrival

Regular class attendance is a requirement of this course. This is consistent with industry expectations. Each student will be permitted **two non-penalty absences**. Beginning with the third absence, a penalty reduction of 50 points will accrue for each subsequent absence (e.g., absence #3 = - 50, absence #4 = an additional -50, etc.).

Regular on-time arrival to each class meeting is a requirement of this course. This also is consistent with career expectations. Therefore, similar to attendance, each student will be permitted **two non-penalty late arrivals (5 minutes or less)**. Beginning with the third late arrival, a penalty reduction of 25 points will accrue for each subsequent late arrival.

There is an axiom among professional organizations as follows, "If you arrive on time you are late, if you arrive 10 minutes early you are on-time." Keeping within this axiom, there will be a zero tolerance range for late arrivals.

At the end of the semester if you have any remaining credits in either category, you can convert these unused credits to bonus points. Two points extra credit per unused absence, 1 point extra credit per unused tardy.

Requests for Special Consideration

When any student requests special consideration for missing an exam, missing an assignment due date, or any other reason, **written documentation, fully acceptable to the Professor, must be provided in support of such a special request.** This will be required of all students. Without such documentation, the request will be denied. Providing special consideration to a student without such documentation discriminates to the favor of the requesting student and to the detriment of all other students who, for example, took the exam at the scheduled time or turned in the assignment on the due date/time.

Grading Challenge Policy

Should you believe that there is a grading error for a particular activity, you may make a grade “challenge”. This grade “challenge must be made in writing to your instructor no more than 48 hours (two days) after the grade is posted and should specify why you believe the grade is incorrect. **Challenges made after this time will not be accepted and your grade will stand as recorded.**

Late Submissions

Students are expected to turn in assignments on time. Submissions **less than 24 hours late** will receive a 25% late penalty. Submissions **after 24 hours late** will receive a 100% (one-hundred percent) penalty for the grade. Please pay attention to the deadlines given in presentations, and notifications in Canvas. Extensions to deadlines will be given with a University approved excuse.

Classroom Etiquette Policy

Attendance at scheduled classes is expected with class participation grades offered at the instructor's discretion as an incentive. Please respect your fellow students and guest speakers by arriving on time and keeping noise and other distractions to a minimum. Cell phone settings should be set on mute during class. ***Cell phones or Computers should not be out during the class.***

Electronic Devices Policy

In the great majority of group business environments, the use of electronic devices is not considered acceptable behavior. This is especially true when you are participating in an important meeting or in front of an important customer. The only exception is if you are using an electronic device as an aid in demonstrating a product or service you are promoting. In all other cases, the use of paper and pen is the most acceptable method of taking notes on the topics being discussed.

Therefore, in this class the use of all forms of electronic devices is prohibited. Further, these devices should not be easily visible or accessible. This includes laptops, notepads, cell phones, MP3 players, earphones, cameras, etc. Any student observed using an electronic device for any reason whatsoever in this class will receive **a penalty of 50 points subtracted** from that student's total point accumulation for the semester. The reduction of 50 points will apply to each observed occurrence and will be cumulative.

If you receive an emergency message that you must respond to, then please get up and leave the classroom before using your cell phone or other electronic device. In addition, it is expected that these departures will be short in duration (5 minutes or less) and occur a minimal number of times during the semester.

Acceptable Student Behavior

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at <https://policy.unt.edu/policy/07-012>

Academic Integrity Notice

Students should conduct themselves in a manner consistent with the University's status as an institution of higher education. As a student-focused public research university, the University of North Texas promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. Academic dishonesty includes cheating and plagiarism. For more information on academic dishonesty and academic integrity, please see the following link: <https://policy.unt.edu/policy/06-003>.

Americans with Disabilities Act

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Access (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website at disability.unt.edu.

Student Perception of Teaching

Student Perception of Teaching (SPOT) is a requirement for all organized classes at UNT. This short survey is available to you at the end of the semester, providing you a chance to comment on how this class is taught. Feedback from students helps to improve this course. I consider SPOT to be an important part of your participation in this class.

Emergency Notification and Procedures

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Emergency Evacuation Procedures for Business Leadership Building:

Severe Weather

In the event of severe weather, all building occupants should immediately seek shelter in the designated shelter-in-place area in the building. If unable to safely move to the designated shelter-in-place area, seek shelter in a windowless interior room or hallway on the lowest floor of the building. All building occupants should take shelter in rooms 055, 077, 090, and the restrooms on the basement level. In rooms 170, 155, and the restrooms on the first floor.

Bomb Threat/Fire

In the event of a bomb threat or fire in the building, all building occupants should immediately evacuate the building using the nearest exit. Once outside, proceed to the designated assembly area. If unable to safely move to the designated assembly area, contact on or more members of your department or unit to let them know you are safe and inform them of your whereabouts. Persons with mobility impairments who are unable to safely exit the building should move to a designated area of refuge and await assistance from emergency responders. All building occupants should immediately evacuate the building and proceed to the south side of Crumley Hall in the grassy area, west of parking lot 24.

Grading

Points per Course Component

Resume Development	50 points
Interview Questions & Answers	100 points
LinkedIn Assignment	50 points
Quizzes	100 points
Planning Project	500 points
Participation/Mandatory Assignments	175 points
Professional Dress	25 Points
Total	1,000 points

Grading Scale

900-1,000 points	A
800-899 points	B
700-799 points	C
600-699 points	D

Final Grade Appeals, Changes, and Awarding and Removal of an 'Incomplete'

This Instructor strictly follows the guidelines set forth in the current Undergraduate Catalog for grade appeals, changes, and the awarding and removal of an 'Incomplete'.

Ordering of Topics, Exams, and Projects for the Semester *(Subject to Revision)*

Presentation of highlighted chapters is dependent on the length of in-class discussions and the ability to adequately cover the selected topics in each class period.

CHAPTER	PAGES	COURSE MATERIAL
		<i>Resume Development and Interviewing Skills (Q&A)</i>
1	1-23	Business Marketing Perspective
2	26-46	Organizational Buying Behavior
4	74-91	Business Market Segmentation
1,2,4		Quiz #1
5	95-115	Business Marketing Planning
3	50-70	Customer Relationship Management
		<i>PROJECT PAPER AND PRESENTATION #1</i>
		<i>LinkedIn Assignment & Update</i>
7	137-155	Managing Products for Business Markets
9	180-200	Managing Services for Business Markets
3,5,7,9		Quiz #2
		<i>PROJECT PAPER AND PRESENTATION #2</i>
		<u>Optional Chapters</u>
12	241-256	Pricing Strategies
14	282-301	Managing the Personal Selling Function
10	203-219	Managing Business Marketing Channels
13	323-347	<i>B2B Communications: Advertising and Sales Promotions</i>
15	377-401	<i>Measuring Performance</i>
8	199-222	<i>Managing Innovation and Product Development</i>
11	273-298	<i>Supply Chain Management</i>
6	148-172	<i>Business Marketing Strategies for Global Markets</i>

January 30th Class:

Please report to Willis Library, Room 136 from 9:30am -10:50am. A presentation over alternative database research tools will be presented by Yvonne Dooley.

Please make sure you are on time at 11am for the continuation of class with Professor Houser.