

Tourism Marketing

Code: 104954
ECTS Credits: 6

| Degree | Type | Year | Semester |
|-----------------|------|------|----------|
| 2500894 Tourism | OB | 3 | 1 |

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

Name: Anna Zinenko
Email: Anna.Zinenko@uab.cat

Use of Languages

Principal working language: english (eng)
Some groups entirely in English: Yes
Some groups entirely in Catalan: No
Some groups entirely in Spanish: No

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

This course explains the basic concepts of Marketing, the leading analysis systems of the market and business environment (cultural, political and economic), and the tools and techniques to be applied at the preliminary stages of business decision-making, as well as the variables related to consumer behaviour, product positioning and the main techniques of marketing research.

At the end of the course, students will have a set of theoretical Marketing tools and Marketing research techniques that will allow them to address all the stages of the commercial strategy of the company internationally in the tourism sector.

Competences

- Analyse quantitative and qualitative information on the economic dimension of the tourism sector and its companies: characteristics of the companies, evolving weight of the sector, market research, etc.
- Apply the concepts related to tourism products and businesses (economy and finance, human resources, commercial policy, markets, operations and strategy) in the different parts of the sector.
- Behave ethically and adapt to different intercultural contexts.
- Behave responsibly towards the environment.
- Define and apply objectives, strategies and commercial policies in tourism businesses and entities.
- Demonstrate knowledge and understanding of the tourism phenomenon from the perspective of sustainability and quality management.
- Demonstrate knowledge of the functioning and evolution of different tourism models in order to choose the most suitable one and apply it in the current environment.
- Develop a capacity for independent learning.
- Display a customer service orientation.
- Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
- Manage human resources in tourism organisations.

- Manage the concepts, instruments and functions related to the planning and commercialisation of tourist destinations, resources and spaces.
- Plan, organise and coordinate a work team, creating synergies and showing empathy.
- Propose creative alternative solutions to problems arising in the field of tourism management, planning, businesses and products.
- Show initiative and an entrepreneurial approach to business creation and management in the tourism sector.
- Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
- Use communication techniques at all levels.
- Work in a team.

Learning Outcomes

1. Analyse and diagnose the situation of a tourist destination, resource or space.
2. Analyse information obtained in the commercial research process.
3. Apply different tools to analyse human resources.
4. Apply market research and segmentation techniques to the analysis of information on the tourism sector.
5. Apply strategic marketing as a source of competitive advantage for tourism entities.
6. Apply the techniques of budgeting and strategic planning.
7. Behave ethically and adapt to different intercultural contexts.
8. Behave responsibly towards the environment.
9. Decide on the different elements that make up a marketing plan and draw up the plan.
10. Define commercial policies in tourism companies and products, based on segmentation and market research techniques.
11. Develop a capacity for independent learning.
12. Develop problem-solving skills in business.
13. Develop skills in leadership and conflict management.
14. Develop the skills needed to adapt to new business scenarios.
15. Discern the function, nature and scope of marketing in the organisation.
16. Display a customer service orientation.
17. Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
18. Identify and evaluate new business opportunities in the sector.
19. Identify policies on the environment and sustainability as a differential feature of the tourism sector.
20. Identify the interrelationship between tourism, quality and sustainability.
21. Identify the processes that make up the strategic management of human resources.
22. Identify the resources and capacities needed to develop new businesses.
23. Make judgements and choices in the area of human resources, establishing suitable channels for implementing and monitoring strategies in this area.
24. Manage human resources in tourism organisations.
25. Perform an internal and external analysis to diagnose a business's commercial situation.
26. Plan, organise and coordinate a work team, creating synergies and showing empathy.
27. Set objectives and make plans, from a commercial perspective.
28. Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
29. Use communication techniques at all levels.
30. Use quality management policies (ISO, EFQM, etc.) as a strategic element in companies in the tourism sector.
31. Work in a team.

Content

1. INTRODUCTION: MARKETING FOR TOURISM

1.1 Marketing Definition

1.2 Consumer orientation

1.3 Marketing for Tourism

2. MARKETING AND BUSINESS ENVIRONMENT

2.1 Economic environment

2.2 Cultural environment

2.3 Legal and Political environment

3. BUSINESS ETHICS AND CSR

3.1 CSR and corporate sustainability

3.2 Business ethics dilemmas

3.2 Tools of Business Ethics (UNGC, GRI) and SDG

4. MARKETING RESEARCH

4.1 Marketing Information systems

4.2 Research methods

4.3 Information sources

4.4 Information analysis

5. CONSUMER BUYING BEHAVIOUR

5.1 Model of consumer behaviour

5.2 Personal characteristics affecting consumer behaviour

5.3 Buyer decision process

6. MARKET SEGMENTATION, TARGETING AND POSITIONING (STP)

6.1 Market segmentation

6.2 Market targeting

6.3 Market positioning

6.4 Product differentiation

7. INTRODUCTION TO TOURISM MARKETING MIX

Methodology

Classroom theoretical part:

a) Lectures by professor

Classroom practical part:

a) Case studies presentations by students

b) Discussion of sector's economic news

c) Discussion of practical cases

Self-learning part:

a) Resolution of cases by students

b) Tutorials regarding individual cases

c) Group tutorials for group projects

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Activities

| Title | Hours | ECTS | Learning Outcomes |
|--|-------|------|--|
| Type: Directed | | | |
| Public presentation of work | 4 | 0.16 | 5, 10, 31, 23 |
| Solutions of case studies | 12 | 0.48 | 2, 5, 14, 27, 18, 26, 28, 31 |
| Theoretical classes | 32 | 1.28 | 5, 4, 9, 10, 15, 29, 28 |
| Type: Supervised | | | |
| Tutorials | 19 | 0.76 | 11 |
| Type: Autonomous | | | |
| Elaboration of reports and presentations | 30 | 1.2 | 2, 5, 4, 9, 12, 11, 30, 18, 20, 31, 23 |
| Solution of case studies | 12 | 0.48 | 1, 10, 14, 11, 25, 18 |
| Study | 26 | 1.04 | 11 |

Assessment

The evaluation of this subject consists of the following system:

a) The execution of partial exams, which will be worth 40% of the final grade (20% each exam) and which will include the theoretical material exposed in the lectures.

b) The execution of practical project and its presentation in groups, which will be worth 30% of the final grade. A correct formal presentation and careful elaboration will be valued.

c) The execution of practical projects proposed during the course and delivered within the deadline, which will be worth 30% of the final grade (5%-10% each work).

To pass the course, student needs a minimum score of 5 out of 10 (on average) in each of the three parts of evaluation (separately) to calculate the final grade for the course. Otherwise, he/she should go to the final exam.

Final exam: 100% of the final grade

Failure to pass the final exam, obtaining a score between 3.5 and 4.9, student should attend the revaluation to pass the subject.

Assessment Activities

| Title | Weighting | Hours | ECTS | Learning Outcomes |
|------------------------|-----------|-------|------|--|
| Exams | 40% | 5 | 0.2 | 1, 2, 4, 6, 12, 14, 11, 15, 25, 18, 20, 19, 23 |
| Final project | 30% | 5 | 0.2 | 1, 2, 5, 4, 9, 7, 13, 12, 14, 11, 30, 25, 27, 21, 22, 18, 29, 26, 28, 16, 17, 31, 23 |
| Practical case studies | 30% | 5 | 0.2 | 1, 2, 3, 5, 4, 6, 9, 10, 8, 13, 15, 27, 24, 18, 26, 16, 17, 31 |

Bibliography

KOTLER, P., BOWEN, J., MAKENS, J., BALOGLU, S.: "Marketing for Hospitality and Tourism" Global Edition, Pearson, 8th Edition, 2021.

KOTLER, P., AMSTRONG, G.: "Principles of Marketing" 18th Global Edition, Pearson, 2020.

BARMEYER, C., FRANKLIN, P.: "Intercultural Management. A Case-Based Approach to Achieving Complementarity and Synergy" NY Palgrave Mcmillan, 2016.

Software

Miro board <https://miro.com/>

Genial.ly <https://www.genial.ly/>

AhaSlides <https://ahaslides.com/>