



## Subject card

Subject name and code	The concept of experience marketing - examples of practical application , PG_00059206						
Field of study	Mechatronics						
Date of commencement of studies	February 2023		Academic year of realisation of subject		2023/2024		
Education level	second-cycle studies		Subject group				
Mode of study	Full-time studies		Mode of delivery		at the university		
Year of study	1		Language of instruction		Polish		
Semester of study	2		ECTS credits		1.0		
Learning profile	general academic profile		Assessment form		assessment		
Conducting unit	Institute of Ocean Engineering and Ship Technology -> Faculty of Mechanical Engineering and Ship Technology						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Anna Dembicka				
	Teachers		dr Anna Dembicka				
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	0.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	15		0.0		0.0	15
Subject objectives	The aim of the course is to familiarize students with the concept of experience marketing, which is more and more often an obligatory basis for innovative marketing strategies of enterprises, and to show the practical application of this idea (experience management, strategic experience modules, customer and employee journey mapping).						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[K7_K04] is aware of importance of professional and creative performance, obeying the ethical rules and respecting opinion and cultural diversity	The student understands the importance of acting in a professional and creative manner, while observing the principles of professional ethics and respect for broadly understood diversity.	[SK1] Assessment of group work skills [SK3] Assessment of ability to organize work [SK4] Assessment of communication skills, including language correctness
	[K7_W08] has a knowledge essential for understanding social, economic, law and non-technical aspects of engineering and include it in engineering practice	The student has knowledge of non-technical aspects of engineering activities and is able to apply it in practice.	[SW1] Assessment of factual knowledge [SW2] Assessment of knowledge contained in presentation [SW3] Assessment of knowledge contained in written work and projects
	[K7_K03] is able to cooperate and work in group, taking various roles and choosing priorities that lead to perform tasks	The student is able to work in a group, assuming roles and defining priorities resulting from the implementation of the tasks set before him.	[SK1] Assessment of group work skills [SK2] Assessment of progress of work [SK3] Assessment of ability to organize work [SK4] Assessment of communication skills, including language correctness [SK5] Assessment of ability to solve problems that arise in practice
	[K7_K71] is able to explain the need to apply knowledge from humanistic, social, economic or legal sciences in order to function in a social environment	The student is able to take into account the knowledge in the field of humanities, social and economic sciences in order to optimize functioning in a social environment.	[SK3] Assessment of ability to organize work [SK5] Assessment of ability to solve problems that arise in practice
	[K7_U71] is able to apply knowledge from humanistic, social, economic or legal sciences in order to solve problems	The student has acquired the ability to apply basic general knowledge in the field of humanities, social and legal sciences in order to solve emerging problems.	[SU3] Assessment of ability to use knowledge gained from the subject [SU4] Assessment of ability to use methods and tools [SU5] Assessment of ability to present the results of task
Subject contents	<p>I. INTRODUCTION TO MARKETINGThe mechanism of marketing functioning, Marketing tools (4P, 4C, 7P, Marketing 5.0) and determinants of marketing functioning, Product management, offer distribution, promotion, pricing, service development management and service quality - criteria, Offer brand concept (brand identity, brand image brand personality), The concept of the target market, customer segmentation and marketing research, positioning, Contemporary consumer (customer value and customer value, customer satisfaction and loyalty) Areas of purchasing expectations (psychological, economic and marketing, socio-cultural), Value marketing, Digital marketing aimed at generation Z and Alpha, Marketing communication in social media</p> <p>II CONCEPT OF EXPERIENCE MARKETINGGenesis of experience marketing, Pillars of building positive customer experience, Experience categories, Experience areas, Strategic experience modules, Touchpoints, Buyer Persona creation, Experience shaping stages, Experience management, Customer Journey Map and Employee Journey Map Company, Empathy Map, Feelings Map, Service Scheme.</p>		
Prerequisites and co-requisites	Basic knowledge of economics and management.		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	customer journey map design	60.0%	60.0%
	team presentation	60.0%	40.0%

Recommended reading	Basic literature	<p>Pine II B. Joseph, James H. Gilmore. 1999. The Experience Economy: Work is Theatre and Every Business a Stage. Boston: Harvard Business School Press</p> <p>Gilmore James H., B. Joseph Pine II. 2007. Authenticity. What consumers really want. Boston: Harvard Business School Press</p> <p>Shaw Colin, John Ivens. 2005. Building Great Customer Experiences. New York: Palgrave Macmillan.</p> <p>Lemon Katherine N., Peter C. Verhoef. 2016. Understanding Customer Experience Throughout the Customer Journey. Journal of Marketing 80(6): 6996.</p> <p>A. Urbański, L. Dziewa, Tworzenie doświadczeń klientów, Helion S. A., Warszawa 2021.</p> <p>K. Dziewanowska, A. Kacprzak, Marketing doświadczeń, PWN, Warszawa 2013.</p> <p>M. Lindstrom, Brand sense, Helion, Gliwice 2009.</p> <p>K. Wojciechowska, Customer Experience Management, Helion, Gliwice 2020.</p>
	Supplementary literature	<p>Armstrong G., Kotler P. Marketing. Wprowadzenie, Wolters Kluwer Polska, Warszawa 2012.</p> <p>Marketing przyszłości. Od ujęcia tradycyjnego do nowoczesnego, red. nauk., G. Rosa, J. Perenc, I. Ostrowska, Wydawnictwo C.H. Beck, Warszawa 2016.</p> <p>A. Mazurkiewicz-Pizło, W. Pizło, Marketing. Wiedza ekonomiczna i aktywność na rynku, PWN, Warszawa 2017.</p> <p>P. Kotler, H. Kartajaya, I. Setiawan, Marketing 4.0, MT Biznes, Warszawa 2017.</p> <p>P. Kotler, H. Kartajaya, I. Setiawan, Marketing 5.0, MT Biznes, Warszawa 2021.</p> <p>M. Grigsby, Marketing analytics. Jak skutecznie korzystać ze statystyk, analiz, modeli i big data w marketingu, PWN, Warszawa 2019.</p> <p>Marketing w erze technologii cyfrowych. Nowoczesne koncepcje i wyzwania, red. nauk., B. Gregor, D. Kaczorowska-Spychalska, PWN, Warszawa 2018.</p> <p>M. Ball, Metawersum. Jak internet przyszłości zrewolucjonizuje świat biznesu, MT Biznes, Warszawa 2022.</p>
	eResources addresses	<p>Adresy na platformie eNauczanie:</p> <p>Koncepcja marketingu doświadczeń - przykłady praktycznego wykorzystania (PG_00059206) (PG_00059211), W, sem. 2, zimowy 2023/24 - Moodle ID: 33698  <a href="https://enauczanie.pg.edu.pl/moodle/course/view.php?id=33698">https://enauczanie.pg.edu.pl/moodle/course/view.php?id=33698</a></p>
Example issues/ example questions/ tasks being completed	final project of the client's journey map - based on the theoretical knowledge gained during the lecture and practical team tasks	
Work placement	Not applicable	