



JOHN FELICE ROME CENTER

MARK 201 Fundamentals of Marketing John Felice Rome Center

Spring 2026

Tuesday & Thursday | 3:45-5:00 pm

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Office Hours: By appointment (Tuesday & Thursday 5:00 – 6:00pm)

Course Description

Markets move faster than marketing. Based on rigorous research, our *Fundamentals of Marketing* course provides the latest tools, techniques and leading-edge thinking to teach you how to create the marketing mix and retain a company's competitive edge. *Fundamentals of marketing* teaches students the basics of marketing they would need to know for introductory business courses, or if they're curious to see how marketing works behind the scenes. Students will learn about branding, marketing strategies, marketing plans, the consumer decision process, the product life cycle, recent consumer trends, how to target specific markets, global marketing, and much more. I provide many real-world examples to help students apply the content to everyday life and business news.

This course will help students to appreciate the difference between a tactical and strategic approach to marketing. Students will leave equipped with a strategic framework and an understanding of the key online/offline marketing activities that drive value.

The course uses undergraduate level business case studies from Harvard Business School, Insead Business School, IMD Business School, Stanford University, to present the fundamentals in Marketing strategy.

Learning Outcomes

On completion of the course, students should be able to:

1. Identify the distinctive characteristics, role and online/offline activities of strategic marketing.
3. Critically assess an example strategic marketing plan.
5. Facilitate the strategic marketing planning process in an organization.
6. Develop persuasive verbal and written communication skills and build up the abilities to work in teams.
7. Gain an understanding of ethics practices of Business—its proper role for the marketer and the consumer.

The course will emphasize two kinds of skill: Analytical skills, which are required for marketing strategy formulation; and Administrative skills, which are required for implementation. The course will begin with the analytical skills and then move on to implementation issues. More than one case will integrate both marketing strategy formulation and implementation issues.

Course Method

In this course, you'll discuss case studies of Marketing Management leaders such as Amazon, Unilever, Nike, Sephora. You will be engaged in real life case analysis also using Generative AI to learn and/or improve strategic questioning and problem solving skills. To connect classroom discussions with your current challenges, each day will include an interactive wrap-up session designed for collaborative learning. Classes will be as interactive and challenging as possible. Consider each class as a simulation of a Board of Directors' meeting. Consequently, you are required to be punctual, well prepared, energetic and eager to convey your business views. Discussion in this class is a main learning tool. Note that this applies to all class activities: lectures, case studies, team and individual



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exercises. For a successful learning experience, timely reading, study, and active class participation are essential. All chapters, cases and other readings should be completed BEFORE class on the dates assigned. This allows for meaningful discussions during classes. As a result, you will have the opportunity to involve yourself in the class discussion and to ask questions. To facilitate the discussions, I provide in the syllabus the questions that cover the most important topics for each case study. During the quarter, you will work in teams on a number of cases covering key issues in marketing management.

Criteria for Evaluation of Written Assignments

All the written assignments must be typed, 12 points, "Times New Roman" font, single spaced.

An "excellent" paper should prove:

- a thorough analysis of the key issues with the ability to apply and integrate the course's concepts
- appropriate structure with a logic flow of ideas
- relevant presentation and style with an excellent usage of the English language.

Technology

The use of technology (i.e. laptops) in the classroom will be permitted as long as these devices are used for classroom related activities and do not distract from the lecture or class discussion. If at any point the use of these devices becomes problematic to the class, all such devices will be banned for the remainder of the semester. *Cell phones should always be turned off or on silent and NEVER used during class.*

REQUIRED READINGS

Reading assignments for this course will come from the required text(s) and/or the selected recommended reading(s) listed below. All required readings must be completed according to the due date assigned by the course instructor.

Textbook (Required)

Philip T. Kotler and Gary Armstrong, *Principles of Marketing*, 19/E, [eTextbook](#)

Published by Pearson (July 20th 2023) - Copyright © 2024

ISBN-13: 9780137991839

Copy on reserve in the Rome library. Ask at the Circulation Desk.

Cases (Required)

A number of business cases have been selected for each topic, and students are expected to analyze them as per class schedule. The selection of cases will be available in the course-pack.

Power Point Slide Collection, in Sakai (Required)

Readings (Required)

There are selected readings for each topic, and students are required to read them as per class schedule. Some of the readings will be available on different websites (links will be provided for the readings listed in the class schedule), while others as PDF files in Sakai.



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Readings in the course-pack (Recommended)

There are selected cases for each topic available in the course-pack, and students are requested to analyze them as per class schedule.

Course-pack: N.B. Students NEED the following unique link to access and purchase REQUESTED CASES included in the dedicated course-pack:

<https://hbsp.harvard.edu/import/1351022>

Please find [here](#), the instructions to access the course-pack material.

Sakai

Sakai is the Learning Management System (LMS) at LUC, designed to help faculty and students share ideas, collaborate on assignments, discuss course readings and materials, submit assignments, and much more - all online. As a LUC student, you should familiarize yourself with this important tool. For more information and training resources for using LUC, click [here](#).

Attendance Policy

In accordance with the Rome Center mission to promote a higher level of academic rigor, and in compliance with full-time student visa status, all courses adhere to the following attendance policy.

Prompt attendance, preparation and active participation in course discussions are expected from every student and synonymous with academic success. Attendance is mandatory at every class meeting for each course. Lateness or leaving class early will impact the course grade at the professor's discretion. All absences, including medical absences, will be treated the same, unless they are documented long-term conditions or emergencies. Such situations will be evaluated case-by-case by the Academic Affairs office.

Once-a-week classes:

- After 1 absence, a 2% final grade reduction will be applied for each missed class.
- Missing 3 classes or more will result in an automatic failure (F).

Twice-a-week classes:

- After 2 absences, a 2% final grade reduction will be applied for each missed class.
- Missing 6 classes or more will result in an automatic failure (F).

Three-times-a week classes:

- After 2 absences, a 2% final grade reduction will be applied for each missed class.
- Missing 6 classes or more will result in an automatic failure (F).

Artificial Intelligence use

Use of AI tools, including ChatGPT, is permitted in this course for students who wish to use them. To adhere to our scholarly values, students must cite any AI-generated material that informed their work (this includes in-text citations and/or use of quotations, and in your reference list). Using an AI tool to generate content without proper attribution qualifies as academic dishonesty.

DEI

It is my intent that students from all diverse backgrounds and perspectives be well served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength



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and benefit. It is my intent to present materials and activities that are respectful of diversity: gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture. Your suggestions are encouraged and appreciated.

Pronouns

All people have the right to be addressed and referred to in accordance with their personal identity. In this class, we will have the chance to indicate the name that we prefer to be called and, if we choose, to identify pronouns with which we would like to be addressed...I will do my best to address and refer to all students accordingly.

Case Study Reports for missed classes

The case study is an excellent learning method. A case will help understand the specific strategic marketing challenges and build essential decision making skills. For each case study, students who miss a class will turn in a report of maximum two pages (Times New Roman, 12- font size, single spaced). One extra page is allowed for tables and figures (if needed).

You should address each question individually and not just provide a general answer for all requested questions. The report is due at the beginning of each class with case discussion.

Assessment Components

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|--------------------------------|------|
| • Class participation | 20 % |
| • Midterm | 25% |
| • Marketing Plan Group Project | 25 % |
| • Final Exam | 30 % |

Grading

94-100: A
90-93: A-
87-89: B+
84-86: B
80-83: B-
77-79: C+
74-76: C
70-73: C-
67-69: D+
60-66: D
59 or lower: F

Academic Integrity

Plagiarism and other forms of academic misconduct are unacceptable at the the Rome Center and will be dealt with in accordance with Loyola University Chicago's guidelines. Please familiarize yourself with Loyola's standards here:

<https://catalog.luc.edu/academic-standards-regulations/undergraduate/>. You are responsible to comply with the LUC University Catalog.

Late or Missed Assignments & Exam Policy

Late or missed assignments will not be accepted for grading without the authorization of the instructor. ***As per the JFRC academic policies, students who miss any scheduled exam or quiz, including a final exam at the assigned hours will not be permitted to sit for a make-up examination without approval of the Associate Dean of Academic Affairs. Permission is given rarely and only for grave reason; travel is not considered a grave reason. Make-up exams will only be given for documented absences.***



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Accessibility Accommodations

Students registered with the Student Accessibility Center (SAC) requiring academic accommodations should contact the Academic Affairs office at the John Felice Rome Center during the first week of classes.

Title IX

The Rome Center follows Loyola's [Comprehensive Policy and Procedures for Addressing Discrimination, Sexual Misconduct, Retaliation](#) and will comply with those as indicated and instructed.

Course Schedule

Table listing classes and their topics by date, with work to be completed in a column on the right.

Date	Topics	Readings/Assignments
Week 1 Day 1 01/20	Intro/Policies/Teacher-Student contract/Syllabus comprehension Team Formation	READINGS Reimagining marketing in the next normal (click here to read), Arun Arora, Peter Dahlström, Eric Hazan, Hamza Khan, and Rock Khanna Publication date: July 19, 2020 The Skills You Need to Read and Analyze a Case, William Ellet (available in Sakai) Publication date: Aug 16, 2018 How to Prepare and Discuss Cases, William Ellet (available in Sakai) Publication date: Aug 16, 2018
Week 1 Day 2 01/22	<i>Defining Marketing and the Marketing Process</i> <ul style="list-style-type: none"> • Marketing: Creating Customer Value and Engagement • Company and Marketing Strategy: Partnering to Build Customer Engagement, Value, and Relationships 	READINGS Kotler & Armstrong: Chapter 1 & 2 The Elements of Value, Eric Almquist John Senior Nicholas Bloch (OPTIONAL) Publication date: Aug 31, 2016 A Service Lens on Value Creation: Marketing's Role in Achieving Strategic Advantage (OPTIONAL) Lance A. Bettencourt, Robert Lusch, Stephen L. Vargo Publication date: Dec 14, 2014 IN CLASS SUPERVISED CASE ANALYSIS: The Rise and Fall of Nokia
Week 2 Day 1 01/27	<i>Understanding the Marketplace and Customer Value</i> <ul style="list-style-type: none"> • Analyzing the Marketing Environment • Managing Marketing Information to Gain Customer Insights 	READINGS Kotler & Armstrong: Chapter 3 When Marketing is Strategy (click here to read), Dawar Publication date: December 2013



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	<ul style="list-style-type: none"> • Consumer Markets and Buyer Behavior • Business Markets and Business Buyer Behavior 	IN CLASS INTERACTIVE EXERCISES.
Day 2 01/29	<i>Understanding the Marketplace and Customer Value</i>	CASE DISCUSSION: The Rise and Fall of Nokia Small group discussion (30") Plenary discussion (45")
Week 3 Day 1 02/03	<i>Designing a Customer Value-Driven Marketing Strategy and Mix</i> <ul style="list-style-type: none"> • Customer-Driven Marketing Strategy: Creating Value for Target Customers • Product, Services, and Brands: Building Customer Value Developing New Products and Managing the Product Life Cycle 	READINGS Kotler & Armstrong: Chapter 7 Building Customer Communities Is the Key to Creating Value (click here to read), Bill Lee Publication date: February 01, 2013 OPTIONAL READING The New Science of Customer Emotions (click here to read), Scott Magids, Alan Zorfias, and Daniel Leemon Publication date: November 2015 Rediscovering Market Segmentation (Click here to read), Harvard Business Publishing Education IN CLASS INTERACTIVE EXERCISES.
Week 3 Day 2 02/05	<i>Targeting and positioning</i>	CASE: CRESCENT PURE (in class preparation)
Week 4 Day 1 02/10	<i>Designing a Customer Value-Driven Marketing Strategy and Mix</i> <ul style="list-style-type: none"> • Pricing: Understanding and Capturing Customer Value • Pricing Strategies: Additional Considerations 	READINGS Kotler & Armstrong: Chapter 10 What Amazon Risks by Eliminating List Prices (click here to read), Rafi Mohammed Publication date: July 13, 2016 IN CLASS INTERACTIVE EXERCISES.
Week 4 Day 2 02/12	<i>Positioning</i>	CASE: CRESCENT PURE Small group discussion (30") Plenary discussion (45")
Week 5 Day 1 02/17	<i>Designing a Customer Value-Driven Marketing Strategy and Mix</i> <ul style="list-style-type: none"> • Marketing Channels: Delivering Customer Value • Retailing and Wholesaling 	READINGS Kotler & Armstrong: Chapter 12, 13 People are the new channel (click here to read), Cara France and Mark Bonchek



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		Publication date: April 15, 2013 IN CLASS INTERACTIVE EXERCISES.
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Week 5 Day 2 02/19	<ul style="list-style-type: none"> Pricing 	In-class interactive exercises from textbook: <ul style="list-style-type: none"> Ryanair: Really Good-Value Pricing – Fly for Free!
Week 6 Day 1 02/24 ASYNCHRONOUS ONLINE LECTURE	<i>Measuring marketing performance:</i> <ul style="list-style-type: none"> The Power of Customer Metrics Importance of Goal Setting Developing the Set of Metrics Overview and analysis of the main metrics 	READINGS How One Company Used Data to Rethink the Customer Journey (click here to read), Adele K Sweetwood Publication Date: Aug 23, 2016 Competing on Customer Journeys (click here to read), David C. Edelman and Marc Singer Publication date: November 2015 Identify the Marketing Metrics That Actually Matter (click here to read), Linda J. Popky (2014), Harvard Business Review VIDEO Week 2 Video Lecture DISCUSSION Week 6 Wrap Up – contribute to the ONLINE discussion with your Key Takeaways
Week 6 Day 2 02/26	<i>Marketing Channels</i>	CASE DISCUSSION: ACCOR Students will analyze the case and submit their report asynchronously online in a dedicated assignment page in SAKAI. A debriefing session is planned for March 3rd.
Week 7 Day 1 03/03	<i>Designing a Customer Value-Driven Marketing Strategy and Mix</i> <ul style="list-style-type: none"> Communicating Customer Value: Integrated Marketing Communications Advertising and Public Relations 	READINGS Kotler & Armstrong: Chapter 14, 15 7 Ways to Create a Successful Integrated Marketing Campaign (Click here to read), Jennifer Lonoff Schiff Publication date: February 26, 2014
Week 7 Day 2 03/05	MIDTERM EXAM	Debriefing Session: <ul style="list-style-type: none"> ACCOR case analysis MIDTERM EXAM: Principles of Marketing Challenges (PMC): Individual presentations



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		MIDTERM COURSE EVALUATION
SPRING BREAK MARCH 06-15	NO CLASSES	NO CLASSES
Week 8 Day 1 03/17	<ul style="list-style-type: none"> • <i>Designing a Customer Value-Driven Marketing Strategy and Mix</i> • Personal Selling and Sales Promotion • Competitive strategies of platform businesses 	<p>READINGS</p> <p>Kotler & Armstrong: Chapter 16</p> <p>The New Sales Imperative, Nicholas Toman, Brent Adamson, Cristina Gomez</p> <p>Publication Date: Mar 1, 2017</p> <p>IN CLASS INTERACTIVE EXERCISES.</p>
Week 8 Day 2 03/19	<i>Digital vs Social Strategy</i>	<p>CASE DISCUSSION: SOCIAL STRATEGY AT NIKE</p> <ul style="list-style-type: none"> • Small group discussion (30") • Plenary discussion (45")
Week 9 Day 1 03/24	<p><i>Designing a Customer Value-Driven Marketing Strategy and Mix</i></p> <ul style="list-style-type: none"> • Direct, Digital, Mobile, and Social Media Marketing • Creating web Sites • Placing Ads and Promotions online • Creating or Participating in Online Social Networks • Sending E-Mail • Using Mobile Marketing 	<p>READINGS</p> <p>Kotler & Armstrong: Chapter 17</p> <p>Creating Customer Value on the Digital Frontier (click here to read), Kim C. Korn and B. Joseph Pine II</p> <p>Publication date: September 12, 2011</p> <p>Branding in the Digital Age: You're Spending Your Money in All the Wrong Places (click here to read), David C. Edelman</p> <p>Publication date: December 2010</p> <p>IN-CLASS INTERACTIVE EXERCISES</p>
Week 9 Day 2 03/26	<i>Pricing</i>	<p>In class interactive exercises from textbook (TBC):</p> <p>Trader Joe's Unique Price-Value Positioning: "Cheap Gourmet"</p>
Week 10 Day 1 03/31	<p><i>Online Marketing Research</i></p> <ul style="list-style-type: none"> • E-Marketing Research • Passive and Active Listening • Main online marketing research tools 	<p>READINGS</p> <p>Getting More-Granular Data on Customer Journeys (click here to read), Deren Baker</p> <p>Publication date: June 08, 2016</p> <p>What We Can Learn from One of the World's Most-Mocked Cars (click here to read), Gabor George Burt</p> <p>Publication date: Apr 21, 2016</p> <p>IN CLASS INTERACTIVE EXERCISES.</p>
Week 10 Day 2 04/02	<i>Online media, Social networks, Product positioning, Brand management.</i>	<p>CASE: PORSCHE: THE CAYENNE LAUNCH</p> <p>Small group discussion (30")</p> <p>Plenary discussion (45")</p>



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EASTER BREAK MARCH 06-15	NO CLASSES	NO CLASSES
Week 11 Day 1 04/07	<p><i>How AI is Changing Marketing and Marketers</i></p> <ul style="list-style-type: none"> • Main challenges in AI Marketing • Designing an AI Marketing Strategy 	<p>READINGS</p> <p>Why You Aren't Getting More from Your Marketing AI. Chances are, you haven't asked the right questions. (click here to read) by Eva Ascarza, Michael Ross, and Bruce G.S. Hardie</p> <p>How to Design an AI Marketing Strategy. What the technology can do today—and what's next (click here to read) by Thomas H. Davenport, Abhijit Guha, and Dhruv Grewal</p>

Week 11 Day 2 04/09	<p><i>Designing an AI Marketing Strategy</i></p>	<p>IN-CLASS GROUP WORK</p> <p>Identify a company that is using AI in marketing. Using information available in the Internet, and the key learnings from today's readings, analyze its AI use and answer the following questions in a PPT presentation to be shared in class:</p> <ol style="list-style-type: none"> 1. How is it using it? 2. What is its strategy? 3. What could it be better? <p>TIME: 40 minutes</p>
Week 12 Day 1 04/14	<p><i>Marketing of innovations: adoption and diffusion theory (Rogers)</i></p> <ul style="list-style-type: none"> • Understanding customer adoption • Diffusion of innovations • Behavioral framework for understanding the market appeal of an innovation 	<p>READINGS</p> <p>Kotler & Armstrong: Chapter 9</p> <p>Innovation Is Marketing's Job, Too (click here to read), Beth Comstock</p> <p>Publication date: July 03, 2014</p> <p>IN CLASS INTERACTIVE EXERCISES.</p>
Week 12 Day 2 04/16	<p><i>Measuring Marketing Performance and Budget management</i></p>	<p>CASE DISCUSSION: SEPHORA DIRECT: INVESTING IN SOCIAL MEDIA, VIDEO, AND MOBILE</p> <p>Small group discussion (30")</p> <p>Plenary discussion (45")</p>
Week 13 Day 1 04/21	<p><i>Extending Marketing</i></p> <ul style="list-style-type: none"> • Creating Competitive Advantage • Sustainable Marketing: Social Responsibility and Ethics 	<p>READINGS</p> <p>Kotler & Armstrong: Chapter 18, 20</p> <p>Research: Actually, Consumers Do Buy Sustainable Products (click here to read), Tensie Whelan, Randi Kronthal Sacco</p> <p>Publication Date: Jun 19, 2019</p>



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		<p>What Can Marketers Do About Climate Change? (click here to read), Morra Aarons-Mele</p> <p>Publication Date: Dec 17, 2012</p>
<p>Week 13 Day 2 04/23</p>	<p><i>Marketing Consulting Plans Group Project Presentation</i></p>	<p>READINGS</p> <p>Marketing Plan Development, Robert E. Spekman</p> <p>Publication date: Aug 11, 2013 (OPTIONAL)</p> <p>Marketing Consulting Plans Group Project submission: as a group, come up with your best analysis and recommendations for the case analyzed and presented for MIDTERM.</p> <p>In our meeting we will debrief the course and have a Q&A session about final exam.</p>
<p>Week 14 Day 1 04/28</p>	<p>FINAL EXAM</p>	<p>The examination will be a combination of questions and a case study.</p> <p>Details to be announced.</p>

Please note that the above mentioned business case studies can be subject to change during the course. Each student is responsible for keeping himself/herself informed with those changes even when the student is absent for class. Failure to come to class without having read your assigned case-studies and/or completing your “Case Study Paper” is inexcusable and grounds for failing the course.