

**SUL ROSS STATE UNIVERSITY
COURSE SYLLABUS
MKT 4371
RETAILING MANAGEMENT
SPRING 2022
TTH 11:00-12:15 BAB 305**

I. INSTRUCTOR: Clark Nussbaum
OFFICE PHONE: 432-837-8066 or 432-837-8073
CELL: 432-386-0722 or 432-538-2678
FAX: 432-837-8003
OFFICE: MAB 307
OFFICE HOURS: 2:00 – 5pm TTH
Times by Appointment
clark.nussbaum@sulross.edu

II. PROGRAM LEARNING OUTCOMES:

- **Marketable Skill 1:** Students will have the ability to apply the principles of business they learn to the management of existing businesses or the creation of new businesses.
- **Marketable Skill 2:** Students will have the ability to use research and analysis to make informed decisions.
- **Marketable Skill 3:** Students will have the ability to write business letters, emails, resumes and reports
- **Marketable Skill 4:** Students will have the ability to make effective oral presentations to both professional and general audiences.

III. STUDENT LEARNING OUTCOMES:

- SLO1 - Analyze and solve Business problems across major business functions, using fundamental business principles and strategies
- SLO 2 Communicate business information through written, oral and other delivery processes
- SLO 3 Identify and understand the impact of ethical and social responsibility issues in business

IV. TEXT: Retailing Management(10th ed) Levy, Weitz and Grewal
 McGraw-Hill Publishers
 ISBN: 9781260165531

V. GRADE: The grade for this course will be:

Attendance	140
4 Case Studies	200
Paper	100
3 Exams	300
FINAL EXAM	<u>100</u>
	840

No make-up exams or extra credit will be given.

- VI. ATTENDANCE:** The attendance policy as outlined in the Sul Ross catalog will be followed. Excessive absences could cause a student to be dropped with an “F”.
- VII. ACADEMIC HONESTY:** You are expected to do your own work on any assignment and test. If a student is caught cheating, a grade of zero will be assigned to that work.
- VIII. INSTRUCTOR EXPECTATIONS:** You are expected to approach this class in a professional manner. This means coming to class regularly, on time and prepared to participate. Your primary goal as a student is to obtain an education and acquire certain skills to enable you to be productive and competitive in your chosen field. Do not waste your time, your classmates time, or my time by not giving 100% of your efforts.
- IX. ADA:** “Any student who because of a disability, may require special arrangements in order to meet the course requirements should contact the instructor as soon as possible to make necessary arrangements. If an accommodation is needed, students must present their accommodation letter, obtained from Accessibility Services, as soon as possible. Please note that instructors are not permitted to provide classroom accommodations to a student until the appropriate verification has been received. Accessibility Services is in Ferguson Hall room 112. You can make an appointment by calling Mary Schwartz Grisham at 432 837-8203.”
- X. SRSU Library Services**
The Sul Ross Library offers **FREE resources and services to the entire SRSU community.** Access and borrow books, articles, and more by visiting the library’s website, library.sulross.edu. Off-campus access requires your LoboID and password. Check out materials using your photo ID. Librarians are a tremendous resource for your coursework and can be reached in person, by email (srsulibrary@sulross.edu), or phone (432-837-8123).
- XI. ACADEMIC GRIEVANCE PROCEDURE:** Should you have a problem or concern, it is important that you follow the chain-of-command in addressing your problem. The chain-of-command, in order of who you would see first, is as follows: (1) Instructor (2) Chair (3) Dean of Professional Studies (4) Provost and Vice-President of Academic Affairs and (5) President.

PAPER—THE PAPER SHOULD BE 3-8 PAGES IN LENGTH; LIMITED TO 10. YOU MAY WRITE ABOUT A CURRENT BUSINESS, A HISTORICAL OR AN IDEA/PLAN.

XII. COURSE COVERAGE

Please see attached spreadsheet with class schedule and assignments.

MKT 4371			
RETAILING MANAGEMENT			
CHAPTER ASSIGNMENTS			
DATES	Chapter	Topic	Case Studies
1/11/2021		Introduction	
1/13/2022	1	INTRODUCTION TO THE WORLD OF RETAILING	
1/18/2022	1		
1/20/2022	2	TYPES OF RETAILING	
1/25/2022	2		
1/27/2021	3	MULTICHANNEL & OMNICHANNEL RETAILING	
2/1/2022	3		
2/3/2022	3		
2/8/2022	4	CUSTOMER BUYING BEHAVIOR	
2/10/2022		EXAM 1 PART 1	
2/15/2022	5	RETAIL MARKET STRATEGY	CASE STUDY 1
2/17/2022	5		2/22/2022
2/22/2022	6	FINANCIAL STRATEGY	CASE STUDY 2
2/24/2022	7	RETAIL LOCATIONS	3/3/2022
3/1/2022	8	RETAIL SITE LOCATION	
3/3/2022	9	INFORMATION SYSTEMS & SUPPLY CHAIN MANAGEMENT	
3/7-3/11/2022		SPRING BREAK	CAST STUDY 16
			3/19/2022
3/15/2022	10	CUSTOMER RELATIONSHIP MANAGEMENT	
3/17/2022	10		

3/22/2022		EXAM 2 PART 2	
3/24/2022	11	MANAGING THE MERCHANDISE PLANNING PROCESS	
3/29/2022	12	BUYING MERCHANDISE	
3/31/2022	13	RETAIL PRICING	CASE STUDY 22
			4/5/2022
3/28/2022		LAST DAY TO DROP WITH A "W"	
4/5/2022	14	RETAIL COMMUNICATION MIX	
4/7/2022	14		
4/12/2022		EXAM 3 – PART 3	
4/14/2022	15	HUMAN RESOURCES AND MANAGING THE STORE	PAPER
4/19/2022	16	STORE LAYOUT, DESIGN, AND VISUAL MERCHANDISING	4/26/2022
4/21/2022	16		
4/26/2022	17	CUSTOMER SERVICE	
5/2/2021		FINAL EXAM -- PART 4 (10:15-12:15 PM)	
5/6/2021		Spring Commencement	

