

BMK 51 Course Outline as of Fall 2008**CATALOG INFORMATION**

Dept and Nbr: BMK 51 Title: PRINCIPLES OF SELLING

Full Title: Principles of Selling

Last Reviewed: 11/14/2022

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:

Principles and methods of personal selling: preparation for selling, the selling process and introduction to sales management. Behavioral aspects of selling: sociological and psychological theories of consumer motivation, behavior and perception. Includes lectures, discussions, demonstrations and practice in sales presentations.

Prerequisites/Corequisites:**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:**Schedule of Classes Information:**

Description: Principles and methods of personal selling: preparation for selling, the selling process and introduction to sales management. Behavioral aspects of selling: sociological and psychological theories of consumer motivation, behavior and perception. Includes lectures, discussions, demonstrations and practice in sales presentations. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
---------------	----------------------	------------	-----------

CSU Transfer:	Transferable	Effective:	Fall 1981	Inactive:
----------------------	--------------	------------	-----------	-----------

UC Transfer:	Effective:	Inactive:
---------------------	------------	-----------

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

1. Appraise the wide range of career opportunities and employment settings available in the field of selling.
2. Describe the relationship between personal selling and a marketing concept.
3. Assemble organized prospect information and formulate a routing plan devised to manage cost of developing and/or maintaining relationships.
4. Evaluate a sales presentation and propose solutions to buyer concerns or problems.
5. Assess a customer's buying behavior and assemble a customer strategy.
6. Compare and contrast sales negotiation and closing a sale.
7. Critique strategies for successful sales management.
8. Examine the importance of assessing sales force productivity.

Topics and Scope:

A. Personal selling overview

1. technology's changing impact on business
2. personal selling as an extension of the marketing concept
3. historical overview of selling
4. selling careers
5. employment settings
 - a. trade
 - b. missionary
 - c. technical
 - d. new-business
 - e. retail

- f. teleselling
- B. Professionalism
 - 1. importance of ethical conduct
 - 2. misrepresentation and breach of warranty
 - 3. privacy laws
- C. Buyer behavior
- D. Verbal and non-verbal strategies for success
- E. Relationship selling
- F. Successful prospecting
 - a. prospecting and sales forecasting plan
 - b. sources of prospects
 - c. preapproach to individual and organizational customers
 - d. establishing a plan and maintaining records
- G. Customer strategy
 - 1. complex nature of customer behavior
 - 2. alignment with customer's buying process
 - 3. problem recognition
 - a. handling objections
 - b. customer needs
 - c. buying motivations
- H. Presentation
 - 1. presentation preapproach objectives
 - 2. audio-visual aids
 - 3. strategies for effective presentations
- I. Sales negotiation
- J. Closing the sale
- K. Retail selling
- L. Self-management
- M. Managing the sales force
- N. Selling yourself

Assignment:

- 1. Reading assignments of between 20-27 pages per week
- 2. Case study analyses (3-5 pages each)
- 3. Market research
- 4. Group or individual oral sales presentation
- 5. Written sales report of not less than six pages
- 6. In-class written assignment
- 7. Quizzes (3-5)
- 8. Role-play interviews
- 9. Final exam

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Sales report, in-class written assignment

Writing 10 - 20%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Case studies, research

Problem solving
20 - 30%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Role-playing interviews, oral presentation

Skill Demonstrations
10 - 20%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false

Exams
20 - 30%

Other: Includes any assessment tools that do not logically fit into the above categories.

Class participation

Other Category
5 - 15%

Representative Textbooks and Materials:

Personal Selling. Marks, Ron. Atomic Dog Publishing: 2006