

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	Dynamics of service delivery system: concept	
Conclusion	Next class we shall discuss scheduling for services	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	scheduling for services	
Conclusion	Next class we will be doing a group discussion regarding the previous methods	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	group discussion	
Conclusion	Next class we will be doing service channel process	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	Service channel process	
Conclusion	Next class we shall discuss on service quality dimension	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Objectives	To develop the understanding of the service and its management	
Teaching Points	Service quality dimension	
Conclusion	Next class we will be doing a group discussion	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	Group discussion	
Conclusion	Next class a class test will be conducted	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	Class test	
Conclusion	Next class we will conduct a presentation	
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UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	Presentation	
Conclusion	Next class we discuss on service quality models	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	service quality models	
Conclusion	Next class we discuss on service through intermediaries	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	service through intermediaries	
Conclusion	Next class we discuss on managing service and physical evidence	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	managing service and physical evidence	
Conclusion	Next class we discuss on managing service and failure	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	managing service and failure	
Conclusion	Next class we will be doing a group discussion and revision	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-IV	Topic: Service Delivery	Duration: 50 minutes
Objectives	To follow up the students understanding	
Teaching Points	Revision and group presentation	
Conclusion	Next class we shall discuss on the next unit (UNIT-V)	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	Global Services	
Conclusion	Next class discuss on internationalisation of services	
Reference	Kadampully, Service Management, Pearson- India New Delhi  Glynn & Barnes (eds) , Understanding service management, PHI New Delhi  Fitzsimmons & Fitzsimmons, Service management, Tata McGraw Hill, New Delhi	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	internationalisation of services	
Conclusion	Next class discuss on use of technology in services	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	use of technology in services	
Conclusion	Next class we will be doing a group discussion	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	



Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of students	
Teaching Points	Group discussion	
Conclusion	Next class a class test will be conduct	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of students	
Teaching Points	Group discussion	
Conclusion	Next class a class test will be conduct	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of students	
Teaching Points	Class test	
Conclusion	Next class we shall discuss on ITES	
Reference	Kadampully, Service Management, Pearson- India New Delhi  Glynn & Barnes (eds) , Understanding service management, PHI New Delhi  Fitzsimmons & Fitzsimmons, Service management, Tata McGraw Hill, New Delhi	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	ITES	
Conclusion	Next class we shall discuss on managing service profit chain	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	managing service profit chain	
Conclusion	Next class we shall discuss on service outsourcing	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	service outsourcing	
Conclusion	Next class we shall discuss on service outsourcing	
Reference	Kadampully, Service Management, Pearson- India New Delhi  Glynn & Barnes (eds) , Understanding service management, PHI New Delhi  Fitzsimmons & Fitzsimmons, Service management, Tata McGraw Hill, New Delhi	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	Affiliated marketing and social media	
Conclusion	Next class we will be doing a group discussion	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

Lecture Plan		
Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	Group discussion	
Conclusion	Next class we shall discuss emerging service in India	
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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To develop the understanding of the service and its management	
Teaching Points	emerging service in India	
Conclusion	Next class we will conduct a presentation	
Reference	Kadampully, Service Management, Pearson- India New Delhi  Glynn & Barnes (eds) , Understanding service management, PHI New Delhi  Fitzsimmons & Fitzsimmons, Service management, Tata McGraw Hill, New Delhi	

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UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	<i>presentation</i>	
Conclusion	Next class a class test ill be conduct	
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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	<i>Class test</i>	
Conclusion	Next class we shall revise on UNIT -V	
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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	<i>Revision UNIT V</i>	
Conclusion	Next class we shall revise on all the complete units	
Reference	<p>Kadampully, Service Management, Pearson- India New Delhi</p> <p>Glynn &amp; Barnes (eds) , Understanding service management, PHI New Delhi</p> <p>Fitzsimmons &amp; Fitzsimmons, Service management, Tata McGraw Hill, New Delhi</p>	

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Class: B.com V	Paper: Service Management (BC-504)	
UNIT-V	Topic: contemporary issues in service management	Duration: 50 minutes
Objectives	To follow up the understanding of the students	
Teaching Points	<i>Revision</i>	
Conclusion	UNITS completed	
Reference	Kadampully, Service Management, Pearson- India New Delhi  Glynn & Barnes (eds) , Understanding service management, PHI New Delhi  Fitzsimmons & Fitzsimmons, Service management, Tata McGraw Hill, New Delhi	

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