

**COURSE CODE:** BUAD 176

**COURSE TITLE:** Professional Sales

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### **Calendar Description**

Students study the sales process as it applies to the successful selling of both goods and services to organizations. Students explore and practice each step in the sales process through hands-on interactive activities. The focus of this course is on building long-term, mutually beneficial relationships established through trust and ethical decision making. *(also offered by Distance Education).*

**Prerequisite(s):** None

**Co-requisite(s):** None

**Prerequisite For:** None

**Substitutable Courses:** None

**Graduation Requirement:** BBA & Diploma - Required, Marketing and Management option

**Transfer Credit:** N/A

**Special Notes:** Credit may be received by passing a challenge exam

**Credits:** 3

**Hours per Week:** 6

**Originally Developed:** February 2000

**EDCO Approval:** May 2017

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**CHAIR'S APPROVAL:** 

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## Learning Outcomes

Outcome	Upon completion of this course students will be able to:
1	Describe the career opportunities available in organizational sales.
2	Demonstrate the professional verbal communications skills.
3	Explain the importance and role of personal selling in the integrated marketing communications mix of a company.
4	Perform each of the steps of the selling process.
5	Apply the basic strategies that relate to management of self and others as a professional salesperson.
6	Explain the importance of developing mutually rewarding and long term relationships in an ethical sales environment.

## Course Objectives

Objectives This course will cover the following content:  
See weekly course schedule below

## Professors

Name	Phone Number	Office	Email
Manik Dhir (Course Captain)	ext. 6794	Kelowna	<a href="mailto:mdhir@okanagan.bc.ca">mdhir@okanagan.bc.ca</a>

## Evaluation Procedure

Class Participation	10 %
Chapter Quizzes	10 %
Sales Assignment	30 %
Exam 1	20 %
Exam 2	30 %
<b>Total</b>	<b>100 %</b>

## Required Materials

SELL (3rd Canadian edition.). Thomas N. Ingram; Raymond W. (Buddy) LaForge; Ramon A. Avila; Charles H. Schwepker; Michael R. Williams; Kirby Shannahan; Rachelle Shannahan. Regular reading of the business section of local and/or national newspapers.

The text is also available as an eTextbook: See Moodle for Instructions.

## Notes

### Course Schedule:

Professors may progress more quickly or slowly through the assigned chapters depending upon complexity, discussion, current issues, guest speakers and/or fieldtrips, etc. as well as the class needs associated with development of students' skills and knowledge and the need to assess student progress.

**Presentations:**

Students are expected to be present for the sales presentations and role plays. Failure to do so will result in loss of marks for that assignment.

**Exams:**

A medical note is required if you miss an exam.

## Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
2024 Week:		Monday, May 13, First day of class Friday, May 17, Last day to register for Summer Session I 2024 Wednesday, May 29, Last day to withdraw from class without academic penalty Friday, June 21, Last day of class Tuesday, June 25 – Wednesday, June 26, Final exam period for Session I	Chapter(s):
May	14	Course Introduction Overview of Personal Selling	Ch 1
	16	Building Trust and Sales Ethics	Ch 2
	21	Understanding Buyers <b>Sales Assignment Part 1 Due Tuesday, May 21st ***</b>	Ch 3
	23	Communications Skills	Ch 4
	28	Strategic Prospecting & Preparing for Sales Dialogue <b>Exam 1 - covering Chapters 1-5</b> <b>** Sales Assignment Part 2 Due Tuesday, May 28 ***</b>	Ch 5
	30	Planning Sales Dialogues & Presentations	Ch 6
June	4	Sales Dialogues: Creating & Communication Value	Ch 7
	6	Addressing Concerns & Earning Commitment <b>Draft Sales Assignment Part 3 Due Thursday, June 6 *****</b>	Ch 8
	11	Expanding Customer Relationships	Ch 9
	13	Adding Value: Self Leadership & Teamwork <b>Exam 2 - covering Chapters 6-10</b> <b>***** Sales Assignment Part 3 Due Thursday, June 13 *****</b>	Ch 10
	18	<b>Role Play (attendance is mandatory)</b>	
	20	<b>Role Play (attendance is mandatory)</b>	

## Skills Across the Business Curriculum

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## Student Conduct and Academic Honesty

### What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### What are the Students’ Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.