

A Preface to Marketing Management (Thirteenth Edition)

市场营销专业英语教程

(第十三版)

[美] J·保罗·彼得
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詹姆斯·H·唐纳利
(James H. Donnelly, Jr.)

袁奇 改编

双语改编版



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中国人民大学出版社
· 北京 ·

图书在版编目 (CIP) 数据

市场营销专业英语教程: 第13版 / (美) 彼得, (美) 唐纳利著; 袁奇改编. —北京: 中国人民大学出版社, 2014.4

大学专业英语系列教材

ISBN 978-7-300-19168-3

I. ①市… II. ①彼… ②唐… ③袁… III. ①市场营销-英语-高等学校-教材 IV. ①H31

中国版本图书馆 CIP 数据核字 (2014) 第 067424 号

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Shichang Yingxiao Zhuanye Yingyu Jiaocheng (Di-shisan Ban)

出版发行 中国人民大学出版社

社 址 北京中关村大街31号

邮政编码 100080

电 话 010-62511242 (总编室)

010-62511770 (质管部)

010-82501766 (邮购部)

010-62514148 (门市部)

010-62515195 (发行公司)

010-62515275 (盗版举报)

网 址 <http://www.crup.com.cn>

<http://www.ttrnet.com> (人大教研网)

经 销 新华书店

印 刷 北京易丰印捷科技股份有限公司

规 格 185 mm × 260 mm 16 开本

版 次 2014 年 4 月第 1 版

印 张 17

印 次 2014 年 4 月第 1 次印刷

字 数 413 000

定 价 38.80 元

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印装差错

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前言

在经济全球化的背景下，中国企业参与国际竞争的机会越来越多。为了应对需求多变、竞争激烈的国际市场情况，必须培养既了解营销理论和技巧又熟练掌握外语的复合型人才，这是经济发展的客观需求。本着这样的思路，我们编写了这本教材。

本教材改编自 J. Paul Peter 和 James H. Donnelly, Jr. 合著的市场营销学教材——*A Preface to Marketing Management* (第 13 版)。本教材的特点在于，在简单明了、由浅入深地向读者介绍市场营销知识的同时，还可以使读者增加营销专业的英语词汇量，提高读者的英语阅读水平和表达能力。

全书分为十三个章节，全面系统地介绍了营销管理的基本概念与理论。第一章介绍了怎样制订营销计划和做出营销决策；第二章介绍了市场调查的过程和方法；第三章介绍了消费者行为，分析了消费者购买决策过程中的影响因素；第四章介绍了组织购买行为，分析了企业、政府和机构购买决策的特点；第五章介绍了怎样进行市场细分和市场定位；第六章介绍了怎样制定产品战略和品牌战略；第七章介绍了新产品的计划和研发过程；第八章介绍了整合营销沟通的方法，分析了怎样运用广告、促销、公共关系和直销等不同的方式与消费者沟通；第九章介绍了个人推销的技巧，怎样与客户建立起关系和进行销售管理；第十章介绍了分销策略，分析了销售渠道的选择与管理；第十一章介绍了定价策略，比较分析了几种常用的定价方法；第十二章介绍了服务业的营销，分析了其特点和挑战；第十三章介绍了在全球化背景下怎样在国际市场上组织营销活动。

另外，在编写本教材时，为了更好地适合中国学生的学习习惯，编者对结构进行了特别的安排。第一，在每章开头的导入部分都有中文导读，以帮助学习者快速了解该章的学习要点。并设计了关于该章内容的思考题 (Pre-reading Questions)，鼓励学习者进行热身讨论，以激发其学习兴趣。第二，在每章正文后面列出了详细的关于课文内容的注解 (Notes)，使学习者可以更好地理解课文，并引导其就感兴趣的内

容进行深入的课外阅读；同时还列出了该章涉及的主要专业术语 (Key Terms)、核心概念和特殊的表达方法，给出了中文注释，并且专门介绍了该章中的一些背景知识 (Background Information)。这样的安排可以帮助学习者归纳和记忆专业术语，同时也有助于对课文的理解。第三，每章后面还设计了一些同步练习：提出了一些针对本章核心概念的问答题 (Reviewing Questions)，帮助读者巩固记忆；提供了一个商业案例分析 (Case Analysis)，让读者能够运用本章所学知识来分析和解决问题。在最后布置任务 (Assignment)，让学习者做实际的市场调查，要求提交调查报告，口头宣讲其调查结果，从而锻炼其实践能力和表达能力。

本教材的主要目的是培养既了解营销理论和技巧，又熟练掌握英语的复合型专业人才，既可用于市场营销专业英语或者双语课程的教学，也可作为从事营销相关工作的英语爱好者的阅读材料。在教学中，教师可根据学生的实际能力和水平灵活使用本教材：每章可以安排 2~3 个学时完成，首先引导学生就正文前的思考题展开讨论，然后讲述本章主要知识点，之后给学生一些时间阅读课后列出的专业术语，巩固其对核心概念的理解，并通过课后问答题检测其记忆效果。接着可以让学生分成小组，对课后案例进行讨论。最后，向学生布置课后调查的任务，并在下次课堂上让学生汇报其调研结果。需要特别说明的是，教师在使用此书时应根据不同的教学对象和不同的课程性质灵活掌握各个教学环节所占比重，或强调对营销知识的掌握，或注重对专业英语的运用。

由于编者水平有限，改编中肯定存在不少疏漏和欠妥之处，欢迎读者批评指正。

本书配有教学课件 (PPT)，请联系 huangt@crup.com.cn，或电话 010-62512737，010-62515576。

本书配有相关的网络学习材料。学习中心网址为：<http://www.MHHE.com/peterdonnelly13e>。

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编 者

2014 年 2 月

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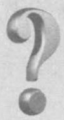
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Chapter 1

Strategic Planning and the Marketing Management Process

市场营销是企业以顾客需要为出发点，有计划地组织各项经营活动，为顾客提供满意的商品和服务而实现企业目标的过程。在经济全球化的今天，世界范围内各大公司之间的竞争愈演愈烈，公司之间市场营销大战烽烟四起。能否根据自身情况和外部条件制定出正确的市场营销战略已成为决定一个企业成败的关键所在。

Pre-reading Questions:



1. What do you know about marketing?
2. What do marketing managers do in their daily work?
3. Could you describe the process of making strategic plans?

The purpose of this introductory chapter is to present the marketing management process and outline what marketing managers must *manage* if they are to be effective. In doing so, it will also present a framework around which the remaining chapters are organized. Our first task is to review the organizational philosophy known as the marketing concept, since it underlies much of the thinking presented in this book. The remainder of this chapter will focus on the process of strategic planning and its relationship to the process of marketing planning.

The Marketing Concept

Simply stated, the marketing concept means that *an organization should seek to make a profit by serving the needs of customer groups*. The concept is very straightforward and has a great deal of commonsense validity. Perhaps this is why it is often misunderstood, forgotten, or overlooked.

The purpose of the marketing concept is to rivet the attention of marketing managers on serving broad classes of customer needs (customer orientation), rather than on the firm's current products (production orientation) or on devising methods to attract customers to current products (selling orientation). Thus, effective marketing starts with the recognition of customer needs and then works

backward to devise products and services to satisfy these needs. In this way, marketing managers can satisfy customers more efficiently in the present and anticipate changes in customer needs more accurately in the future. This means that organizations should focus on building long-term customer relationships in which the initial sale is viewed as a beginning step in the process, not as an end goal. As a result, the customer will be more satisfied and the firm will be more profitable.

The principal task of the marketing function operating under the marketing concept is not to manipulate customers to do what suits the interests of the firm, but rather to find effective and efficient means of making the business do what suits the interests of customers. This is not to say that all firms practice marketing in this way. Clearly, many firms still emphasize only production and sales. However, effective marketing, as defined in this text, requires that consumer needs come first in organizational decision making.

One qualification to this statement deals with the question of a conflict between consumer wants and societal needs and wants. For example, if society deems clean air and water as necessary for survival, this need may well take precedence over a consumer's want for goods and services that pollute the environment.

MARKETING INSIGHT Some Guidelines for Implementing the Marketing Concept

1-1

1. Create customer focus throughout the business.
2. Listen to the customer.
3. Define and nurture your distinctive competence, that is, what your organization does well, better than competitors.
4. Define marketing as market intelligence.
5. Target customers precisely.
6. Manage for profitability, not sales volume.
7. Make customer value the guiding star.
8. Let customers define quality.
9. Measure and manage customer expectations.
10. Build customer relationships and loyalty.
11. Define the business as a service business.
12. Commit to continuous improvement and innovation.
13. Manage the culture of your organization along with strategy and structure.
14. Grow with strategic partners and alliances.
15. Destroy marketing bureaucracy.

Source: See Frederick E. Webster, Jr., "Defining the New Marketing Concept," *Marketing Management* 2, no. 4 (1994), pp. 22-31. For a classic discussion see Robert L. King, "The Marketing Concept: Fact or Intelligent Platitude," *The Marketing Concept in Action*, Proceedings of the 47th National Conference (Chicago, American Marketing Association, 1964), p. 657. Adapted from William O. Bearden, Thomas N. Ingram, and Raymond W. LaForge, *Marketing: Principles and Perspectives*, 5th ed. (Burr Ridge, IL: McGraw-Hill/Irwin, 2007), p. 9.

What Is Marketing?

Everyone reading this book has been a customer for most of his or her life. Last evening you stopped into a local supermarket to graze at the salad bar, pick up some bottled water and a bag of Fritos corn chips. While you were there, you snapped a \$1.00 coupon for a new flavor salad dressing out of a dispenser and tasted some new breakfast potatoes being cooked in the back of the store. As you sat down at home to eat your salad, you answered the phone and someone suggested that you need to have your carpets cleaned. Later on in the evening you saw TV commercials for tires, soft drinks, athletic shoes, and the dangers of smoking and drinking during pregnancy. Today when you enrolled in a marketing course, you found that the instructor has decided that you must purchase this book. A friend has already purchased the book on the Internet. All of these activities involve marketing. And each of us knows something about marketing because it has been a part of our life since we had our first dollar to spend.

Since we are all involved in marketing, it may seem strange that one of the persistent problems in the field has been its definition.¹ The American Marketing Association defines marketing as “the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.”² This definition takes into account all parties involved in the marketing effort: members of the producing organization, resellers of goods and services, and customers or clients. While the broadness of the definition allows the inclusion of nonbusiness exchange processes, the primary emphasis in this text is on marketing in the business environment. However, this emphasis is not meant to imply that marketing concepts, principles, and techniques cannot be fruitfully employed in other areas of exchange as is clearly illustrated in Figure 1.1.

Figure 1.1 Major Types of Marketing

Type	Description	Example
Product	Marketing designed to create exchange for tangible products.	Strategies to sell Gateway computers.
Service	Marketing designed to create exchanges for intangible products.	Strategies by Allstate to sell insurance.
Person	Marketing designed to create favorable actions toward persons.	Strategies to elect a political candidate.
Place	Marketing designed to attract people to places.	Strategies to get people to vacation in national or state parks.
Cause	Marketing designed to create support for ideas, causes, or issues or to get people to change undesirable behaviors.	Strategies to get pregnant women not to drink alcohol.
Organization	Marketing designed to attract donors, members, participants, or volunteers.	Strategies designed to attract blood donors.

What Is Strategic Planning?

Before a production manager, marketing manager, and personnel manager can develop plans for their individual departments, some larger plan or blueprint for the *entire* organization should exist. Otherwise, on what would the individual departmental plans be based?

In other words, there is a larger context for planning activities. Let us assume that we are dealing with a large business organization that has several business divisions and several product lines within each division (e.g., General Electric, Altria). Before individual divisions or departments can implement any marketing planning, a plan has to be developed for the entire organization.³ This means that senior managers must look toward the future and evaluate their ability to shape their organization's destiny in the years and decades to come. The output of this process is objectives and strategies designed to give the organization a chance to compete effectively in the future. The objectives and strategies established at the top level provide the context for planning in each of the divisions and departments by divisional and departmental managers.

Strategic Planning and Marketing Management

Some of the most successful business organizations are here today because many years ago they offered the right product at the right time to a rapidly growing market. The same can also be said for nonprofit and governmental organizations. Many of the critical decisions of the past were made without the benefit of strategic thinking or planning. Whether these decisions were based on wisdom or were just luck is not important; they worked for these organizations. However, a worse fate befell countless other organizations. Over three-quarters of the 100 largest U.S. corporations of 70 years ago have fallen from the list. These corporations at one time dominated their markets, controlled vast resources, and had the best-trained workers. In the end, they all made the same critical mistake. Their managements failed to recognize that business strategies need to reflect changing environments and emphasis must be placed on developing business systems that allow for continuous improvement. Instead, they attempted to carry on business as usual.

Present-day managers are increasingly recognizing that wisdom and innovation alone are no longer sufficient to guide the destinies of organizations, both large and small. These same managers also realize that the true mission of the organization is to provide value for three key constituencies: customers, employees, and investors. Without this type of outlook, no one, including shareholders, will profit in the long run.

Strategic planning includes all the activities that lead to the development of a clear organizational mission, organizational objectives, and appropriate strategies to achieve the objectives for the entire organization. The form of the process itself has come under criticism in some quarters for being too structured; however, strategic planning, if performed successfully, plays a key role in achieving an equilibrium between the short and the long term by balancing acceptable financial performance with preparation for inevitable changes in markets, technology, and competition, as well as in economic and political arenas. Managing principally for current cash flows, market share gains, and earnings trends can mortgage the firm's future. An intense focus on the near term can produce an aversion to risk that dooms a business to stagnation. Conversely, an overemphasis on the long run is just as inappropriate.

MARKETING INSIGHT The Long-Term Value of Loyal Customers

1-2

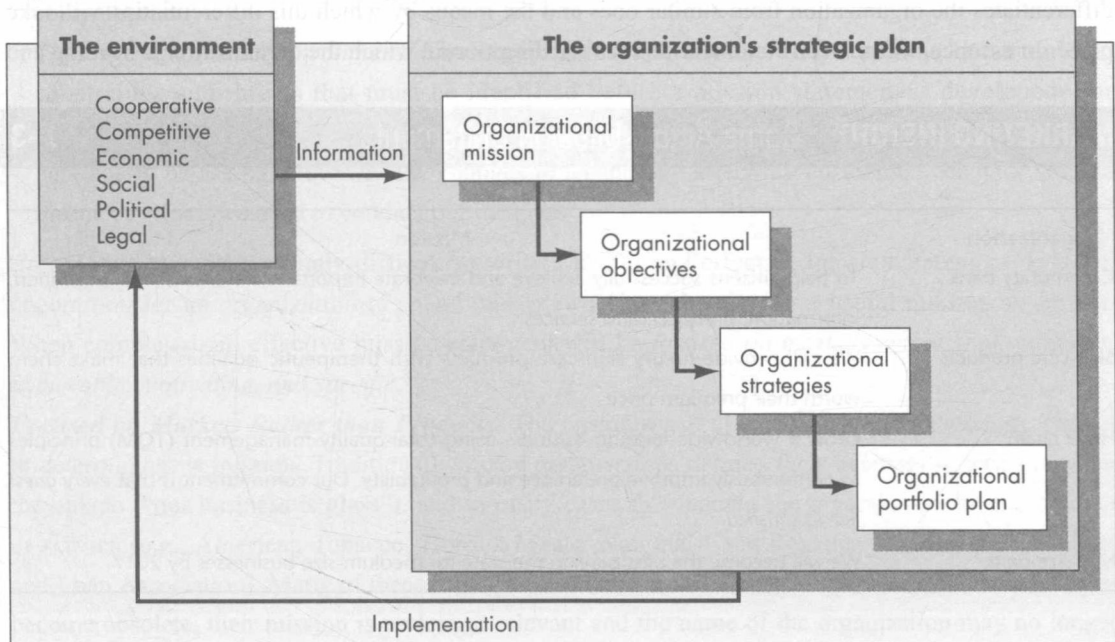
1. It costs a great deal more to acquire a new customer than to keep an old one.
2. Loyal customers buy more from your firm over time.
3. The longer you keep a customer, the more profitable they become over time.
4. It costs less to service loyal customers than new customers.
5. Loyal customers are often excellent referrals for new business.
6. Loyal customers are often willing to pay more for the quality and value they desire.

Source: One of the earliest works on the value of the loyal customer was Frederick F. Reichheld, *The Loyalty Effect*, HBS Press, 1996. Also see Roland T. Rust, Katherine N. Lemon, and Valerie A. Zeithamel, "Return on Marketing: Using Customer Equity to Focus Marketing Strategies," *Journal of Marketing*, January 2004, pp. 76–89, William O. Bearden, Thomas N. Ingram, and Raymond W. LaForge, *Marketing: Principles and Perspectives*, 5th ed. (Burr Ridge, IL: McGraw-Hill/Irwin, 2007), p. 8, and W. D. Perreault Jr., J. P. Cannon, and E. Jerome McCarthy, *Basic Marketing: A Marketing Strategy Planning Approach*, 18th ed. (Burr Ridge, IL: McGraw-Hill/Irwin, 2011), pp. 18–20.

Companies that overextend themselves betting on the future may penalize short-term profitability and other operating results to such an extent that the company is vulnerable to takeover and other threatening actions.

The strategic planning process is depicted in Figure 1.2. In the strategic planning process the organization gathers information about the changing elements of its environment. Managers from all functional areas in the organization assist in this information-gathering process. This information is useful in aiding the organization to adapt better to these changes through the process of strategic planning. The strategic plan(s)⁴ and supporting plan are then implemented in the environment. The

Figure 1.2 The Strategic Planning Process





end results of this implementation are fed back as new information so that continuous adaptation and improvement can take place.

The Strategic Planning Process

The output of the strategic planning process is the development of a strategic plan. Figure 1.2 indicates four components of a strategic plan: mission, objectives, strategies, and portfolio plan. Let us carefully examine each one.

Organizational Mission

The organization's environment provides the resources that sustain the organization, whether it is a business, a college or university, or a government agency. In exchange for these resources, the organization must supply the environment with quality goods and services at an acceptable price. In other words, every organization exists to accomplish something in the larger environment and that purpose, vision, or mission usually is clear at the organization's inception. As time passes, however, the organization expands, and the environment and managerial personnel change. As a result, one or more things are likely to occur. First, the organization's original purpose may become irrelevant as the organization expands into new products, new markets, and even new industries. For example, Levi Strauss began as a manufacturer of work clothes. Second, the original mission may remain relevant, but managers begin to lose interest in it. Finally, changes in the environment may make the original mission inappropriate, as occurred with the March of Dimes when a cure was found for polio. The result of any or all three of these conditions is a "drifting" organization, without a clear mission, vision, or purpose to guide critical decisions. When this occurs, management must search for a purpose or emphatically restate and reinforce the original purpose.

The mission statement, or purpose, of an organization is the description of its reason for existence. It is the long-run vision of what the organization strives to be, the unique aim that differentiates the organization from similar ones and the means by which this differentiation will take place. In essence, the mission statement defines the direction in which the organization is heading and

MARKETING INSIGHT Some Actual Mission Statements

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Organization	Mission
Community bank	To help citizens successfully achieve and celebrate important life events with education, information, products, and services.
Skin-care products	We will provide luxury skin-care products with therapeutic qualities that make them worth their premium price.
Hotel chain	Grow a worldwide lodging business using total-quality-management (TQM) principles to continuously improve preference and profitability. Our commitment is that <i>every guest leaves satisfied</i> .
Mid-size bank	We will become the best bank in the state for medium-size businesses by 2017.

how it will succeed in reaching its desired goal. While some argue that vision and mission statements differ in their purpose, the perspective we will take is that both reflect the organization's attempt to guide behavior, create a culture, and inspire commitment.⁵ However, it is more important that the mission statement comes from the heart and is practical, easy to identify with, and easy to remember so that it will provide direction and significance to all members of the organization regardless of their organizational level.

The basic questions that must be answered when an organization decides to examine and restate its mission are, What is our business? Who is the customer? What do customers value? and What will our business be?⁶ The answers are, in a sense, the assumptions on which the organization is being run and from which future decisions will evolve. While such questions may seem simplistic, they are such difficult and critical ones that the major responsibility for answering them must lie with top management. In fact, the mission statement remains the most widely used management tool in business today. In developing a statement of mission, management must take into account three key elements: the organization's history, its distinctive competencies, and its environment.⁷

1. *The organization's history.* Every organization—large or small, profit or nonprofit—has a history of objectives, accomplishments, mistakes, and policies. In formulating a mission, the critical characteristics and events of the past must be considered.
2. *The organization's distinctive competencies.* While there are many things an organization may be able to do, it should seek to do what it can do best. Distinctive competencies are things that an organization does well—so well in fact that they give it an advantage over similar organizations. For Honeywell, it's their ability to design, manufacture, and distribute a superior line of thermostats.⁸ Similarly, Procter & Gamble's distinctive competency is its knowledge of the market for low-priced, repetitively purchased consumer products. No matter how appealing an opportunity may be, to gain advantage over competitors, the organization must formulate strategy based on distinctive competencies.
3. *The organization's environment.* The organization's environment dictates the opportunities, constraints, and threats that must be identified before a mission statement is developed. For example, managers in any industry that is affected by Internet technology breakthroughs should continually be asking, How will the changes in technology affect my customers' behavior and the means by which we need to conduct our business?

However, it is extremely difficult to write a useful and effective mission statement. It is not uncommon for an organization to spend one or two years developing a useful mission statement. When completed, an effective mission statement will be *focused on markets rather than products, achievable, motivating, and specific.*⁹

Focused on Markets Rather than Products The customers or clients of an organization are critical in determining its mission. Traditionally, many organizations defined their business in terms of what they made ("our business is glass"), and in many cases they named the organization for the product or service (e.g., American Tobacco, Hormel Meats, National Cash Register, Harbor View Savings and Loan Association). Many of these organizations have found that, when products and technologies become obsolete, their mission is no longer relevant and the name of the organization may no longer

MARKETING INSIGHT Common Shortcomings in Mission Statements

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1. Incomplete—not specific as to where the company is headed and what kind of company management is trying to create.
2. Vague—does not provide direction to decision makers when faced with product/market choices.
3. Not motivational—does not provide a sense of purpose or commitment to something bigger than the numbers.
4. Not distinctive—not specific to our company.
5. Too reliant on superlatives—too many superlatives such as *#1, recognized leader, most successful*.
6. Too generic—does not specify the business or industry to which it applies.
7. Too broad—does not rule out any opportunity management might wish to pursue.

Source: Adapted from Arthur A. Thomson, Jr., A. J. Strickland III, and John E. Gamble, *Crafting and Executing Strategy*, 18th ed. (Burr Ridge, IL: McGraw-Hill/Irwin, 2012), p. 24.

Examine the mission statements in Marketing Insight 1–3. Do any of the above shortcomings apply to them?

describe what it does. Thus, a more enduring way of defining the mission is needed. In recent years, therefore, a key feature of mission statements has been an *external* rather than *internal* focus. In other words, the mission statement should focus on the broad class of needs that the organization is seeking to satisfy (external focus), not on the physical product or service that the organization is offering at present (internal focus). These market-driven firms stand out in their ability to continuously anticipate market opportunities and respond before their competitors. Peter Drucker has clearly stated this principle:

A business is not defined by the company's name, statutes, or articles of incorporation. It is defined by the want the customer satisfies when he buys a product or service. To satisfy the customer is the mission and purpose of every business. The question "What is our business?" can, therefore, be answered only by looking at the business from the outside, from the point of view of customer and market.¹⁰

While Drucker was referring to business organizations, the same necessity exists for both nonprofit and governmental organizations. That necessity is to state the mission in terms of serving a particular group of clients or customers and meeting a particular class of need.

Achievable While the mission statement should stretch the organization toward more effective performance, it should, at the same time, be realistic and achievable. In other words, it should open a vision of new opportunities but should not lead the organization into unrealistic ventures far beyond its competencies.

Motivational One of the side (but very important) benefits of a well-defined mission is the guidance it provides employees and managers working in geographically dispersed units and on independent tasks. It provides a shared sense of purpose outside the various activities taking place within the organization. Therefore, such end results as sales, patients cared for, students graduated, and reduction in violent crimes can then be viewed as the result of careful pursuit and accomplishment of the mission