

MKTG 3740 - Professional Selling

Fall 2026 Syllabus, Section 02, CRN 41489,

Credit hours: 3

Instructor

John Rossi

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Public Instructor Information

Mr. John Rossi, Sr. Lecturer

Professional Qualifications:

BSBA, The Ohio State University

MBA, Youngstown State University

EDD Graduate Courses, Youngstown State University

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Course Description

3740. Professional Selling. Personal selling and sales management examined within the marketing environment. Emphasis on marketing relationships, buyer motivation and behavior, selling strategy and sales management techniques. Prereq.: sophomore standing, 2.5 GPA. 3 s.h.

Course Readings

Group	Title	Author	ISBN
Required	ABC's of Relationship Selling through Service	Raj Agnihotri, Mike Krush, PhD and Charles M. Futrell	1260912221

McGraw-Hill Conformance

The publication contains a conformance statement that it meets the EPUB Accessibility and WCAG 2 Level AA standard.

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eBook Details

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Publisher - McGraw-Hill Connect Link for eBook Access

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The course readings are subject to change in the event of extenuating circumstances, research developments, current events, and/or to ensure better learning.

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Schedule of Topics and Assignments

Week of	Reading(s)	Proposed Topic	Due/To Prepare for Class
8/24	Syllabus & Course Introductions Chapter 01 - The Life, Times, & Career - Professional Salesperson (Text p. 2, eBook p. 13) Appendix B - Core Principles. (Text p. 33, eBook p. 43) Chapter 02 - Ethics First ... Then Customer Relationships (Text p. 38, eBook p. 53)	Syllabus & Course Introductions Chapter 01 - The Life, Times, & Career - Professional Salesperson (Text p. 2, eBook p. 13) Appendix B - Core Principles. (Text p. 33, eBook p. 43) Chapter 02 - Ethics First ... Then Customer Relationships (Text p. 38, eBook p. 53)	
8/31	Video Case 2.1 (Text p. 64, eBook p. 70) Q 1-5 Scott Patterson (5:00) Video Case 2.2 (Text p. 66, eBook p. 71) Q 1-4 Sales Hype (3:50) Case 2.3 (Text p. 67, eBook p. 72) Q 1-4 Do Ethical Considerations Matter? Chapter 03 - The Psychology of Selling: Why People Buy (Text p. 70, eBook p. 75) Appendix 1 - Building Business Relationships (Text p. 445, eBook p. 328)	Video Case 2.1 (Text p. 64, eBook p. 70) Q 1-5 Scott Patterson (5:00) Video Case 2.2 (Text p. 66, eBook p. 71) Q 1-4 Sales Hype (3:50) Case 2.3 (Text p. 67, eBook p. 72) Q 1-4 Do Ethical Considerations Matter? Chapter 03 - The Psychology of Selling: Why People Buy (Text p. 70, eBook p. 75) Appendix 1 - Building Business Relationships (Text p. 445, eBook p. 328)	
9/7	Case 3.1 (Text p. 99, eBook p. 95) Q 1-2 Economy Ceiling Fan Market Case 3.2 (Text p. 100, eBook p. 96) Q 1-4 Jackson Ceiling Fans Case 3.3 (Text p. 102, eBook p. 97) Q 1-3 Tech Corporation Chapter 04 - Communication Relationship Building: It's Not All Talk (Text p. 107, eBook p. 100)	Case 3.1 (Text p. 99, eBook p. 95) Q 1-2 Economy Ceiling Fan Market Case 3.2 (Text p. 100, eBook p. 96) Q 1-4 Jackson Ceiling Fans Case 3.3 (Text p. 102, eBook p. 97) Q 1-3 Tech Corporation Chapter 04 - Communication Relationship Building: It's Not All Talk (Text p. 107, eBook p. 100)	S.A.L.E.S 1 of 7 - PRODUCT (Text p. 98, eBook p. 93)
9/14	Case 4.1 (Text p. 138, eBook p. 116) Q 1-2 Skaggs Mfg. Martha's Attention Case 4.2 (Text p. 140, eBook p. 117) Q 1 Alabama Office Supply Cell Phones Appendix-Dress4Success. Review (Text p. 141, eBook p. 119) (Watch For WCBA Career Center - "Suit-Up")	Case 4.1 (Text p. 138, eBook p. 116) Q 1-2 Skaggs Mfg. Martha's Attention Case 4.2 (Text p. 140, eBook p. 117) Q 1 Alabama Office Supply Cell Phones Appendix-Dress4Success. Review (Text p. 141, eBook p. 119) (Watch For WCBA Career Center - "Suit-Up")	
9/21	PROJECT NO. 1 - SELL YOURSELF IN CLASS "MOCK INTERVIEW" & REMOTE "INTERVIEW" Appendix - Sell Yourself Project on a Job (Interview Role-Play) (Resource Text p. 534, eBook p. 378) Role-Play as Interviewee/Candidate and Interviewer/Recruiter (Recordings both on Tuesday and Thursday)	PROJECT NO. 1 - SELL YOURSELF IN CLASS "MOCK INTERVIEW" & REMOTE "INTERVIEW" Appendix - Sell Yourself Project on a Job (Interview Role-Play) (Resource Text p. 534, eBook p. 378) Role-Play as Interviewee/Candidate and Interviewer/Recruiter (Recordings both on Tuesday and Thursday)	Part A - Personal "Brand" Package - 1X Resume, Cover Letter, Thank You Note Script, and Business Card Design - Front & Back Part B - Remote Video Captured Interview Role-Play (For Instructor Evaluation)
9/28	Chapter 05 - Sales Knowledge: Customers, Products, Technologies (Text p. 145, eBook p. 123) Appendix - Sales Arithmetic & Pricing. Review (Text p. 174, eBook p. 149) Case 5.1 (Text p. 169, eBook p. 144) Claire Cosmetics Questions 1-2 Case 5.2 (Text p. 170, eBook p. 145) McBath Women's Apparel Qs 1-3 Case 5.3 (Text p. 171, eBook p. 146) Electric Generator Questions 1-2 Case 5.4 (Text p. 172, eBook p. 147) Franks Drilling Questions 1-2	Chapter 05 - Sales Knowledge: Customers, Products, Technologies (Text p. 145, eBook p. 123) Appendix - Sales Arithmetic & Pricing. Review (Text p. 174, eBook p. 149) Case 5.1 (Text p. 169, eBook p. 144) Claire Cosmetics Questions 1-2 Case 5.2 (Text p. 170, eBook p. 145) McBath Women's Apparel Qs 1-3 Case 5.3 (Text p. 171, eBook p. 146) Electric Generator Questions 1-2 Case 5.4 (Text p. 172, eBook p. 147) Franks Drilling Questions 1-2	S.A.L.E.S 2 of 7 - PRICE (Text p. 188, eBook p. 156)



10/5	Chapter 06 - Prospecting: The Lifeblood of Selling (Text p. 190, eBook p. 159) Case 6.1 (Text p. 223, eBook p.180) Q 1 Canadian Equipment Receptionist Case 6.2 (Text p. 223, eBook p.181) Q 1-4 Montreal Satellites Case 6.3 (Text p. 224, eBook p.182) Q 1-2 PizzaMunch Social Listening Case 6.4 (Text p. 226, eBook p.183) Q 1-6 Conducting Research (Leads)	Chapter 06 - Prospecting: The Lifeblood of Selling (Text p. 190, eBook p. 159) Case 6.1 (Text p. 223, eBook p.180) Q 1 Canadian Equipment Receptionist Case 6.2 (Text p. 223, eBook p.181) Q 1-4 Montreal Satellites Case 6.3 (Text p. 224, eBook p.182) Q 1-2 PizzaMunch Social Listening Case 6.4 (Text p. 226, eBook p.183) Q 1-6 Conducting Research (Leads)	CHAPTERS 1 THRU 5 TO BE COMPLETED BY: Sunday, October 11, 2026
10/12	Chapter 07 - Planning the Sales Call is a Must (Text p. 228, eBook p. 185) ++ Chapter 08 - Select Presentation Method to Use (Text p. 255, eBook p. 201) Appendix 2 - Key Elements of the Sales Process (Text p. 459, eBook p. 333) Case 7.1 (Text p. 251, eBook p. 197) Q 1-4 Ms. Hansen P&G Sales Call Case 7.2 (Text p. 253, eBook p. 198) Q 1 Machinery Lubricants (Drums) ++ Case 8.1 (Text p. 278, eBook p. 217) Q 1-2 Cascade Soap Case 8.2 (Text p. 279, eBook p. 218) Q 1-6 Presenting to an Organizational Buyer (Sales Call)	Chapter 07 - Planning the Sales Call is a Must (Text p. 228, eBook p. 185) ++ Chapter 08 - Select Presentation Method to Use (Text p. 255, eBook p. 201) Appendix 2 - Key Elements of the Sales Process (Text p. 459, eBook p. 333) Case 7.1 (Text p. 251, eBook p. 197) Q 1-4 Ms. Hansen P&G Sales Call Case 7.2 (Text p. 253, eBook p. 198) Q 1 Machinery Lubricants (Drums) ++ Case 8.1 (Text p. 278, eBook p. 217) Q 1-2 Cascade Soap Case 8.2 (Text p. 279, eBook p. 218) Q 1-6 Presenting to an Organizational Buyer (Sales Call)	S.A.L.E.S 3 of 7 - PROMOTION (Text p. 251, eBook p. 196)
10/19	Chapter 09 - Begin Your Presentation Strategically (Text p. 281, eBook p. 220) ++ Chapter 10 - Elements of a Great Presentation (Text p. 320, eBook p. 240) Appendix 2 - Relationship Selling Framework (Text p. 451, eBook p. 330) Case 9.1 (Text p. 313, eBook p. 235) Q 1-3 Thompson Company Shelving Case 9.2 (Text p. 314, eBook p. 236) Q 1-2 Copy Corp. Broken Machine Case 9.4 (Text p. 318, eBook p. 238) Q 1-3 Needs Discovery ++ Case 10.1 (Text p. 350, eBook p. 258) Q 1-2 Dyno Electro Cart Video Case 10.2 (Text p. 352, eBook p. 259) Q 1-4 Dumping Inventory (3:45)	Chapter 09 - Begin Your Presentation Strategically (Text p. 281, eBook p. 220) ++ Chapter 10 - Elements of a Great Presentation (Text p. 320, eBook p. 240) Appendix 2 - Relationship Selling Framework (Text p. 451, eBook p. 330) Case 9.1 (Text p. 313, eBook p. 235) Q 1-3 Thompson Company Shelving Case 9.2 (Text p. 314, eBook p. 236) Q 1-2 Copy Corp. Broken Machine Case 9.4 (Text p. 318, eBook p. 238) Q 1-3 Needs Discovery ++ Case 10.1 (Text p. 350, eBook p. 258) Q 1-2 Dyno Electro Cart Video Case 10.2 (Text p. 352, eBook p. 259) Q 1-4 Dumping Inventory (3:45)	S.A.L.E.S 4 of 7 - METHOD (Text p. 312, eBook p. 234) S.A.L.E.S 5 of 7- PRESENTATION (Text p. 349, eBook p. 257)
10/26	Chapter 11 - Welcome Your Prospect's Objections (Text p. 353, eBook p. 261) ++ Chapter 12 - Closing Begins the Relationship (Text p. 386, eBook p. 282) Case 11.1 (Text p. 384, eBook p. 279) Q 1-2 Ace Building Supplies Case 11.2 (Text p. 384, eBook p. 280) Q 1-3 Electric Generator B Long Term ++ Case 12.1 (Text p. 413, eBook p. 303) Q 1-2 Skaggs Supermarket Hardware Case 12.2 (Text p. 414, eBook p. 304) Q 1-2 Central Hardware Supply Case 12.3 (Text p. 415, eBook p. 305) Q 1-4 Furmanite Closing Techniques Video Case 12.4 (Text p. 416, eBook p. 306) Q 1-4 Pressure to Close a Big Deal - Steve Santana (5:03)	Chapter 11 - Welcome Your Prospect's Objections (Text p. 353, eBook p. 261) ++ Chapter 12 - Closing Begins the Relationship (Text p. 386, eBook p. 282) Case 11.1 (Text p. 384, eBook p. 279) Q 1-2 Ace Building Supplies Case 11.2 (Text p. 384, eBook p. 280) Q 1-3 Electric Generator B Long Term ++ Case 12.1 (Text p. 413, eBook p. 303) Q 1-2 Skaggs Supermarket Hardware Case 12.2 (Text p. 414, eBook p. 304) Q 1-2 Central Hardware Supply Case 12.3 (Text p. 415, eBook p. 305) Q 1-4 Furmanite Closing Techniques Video Case 12.4 (Text p. 416, eBook p. 306) Q 1-4 Pressure to Close a Big Deal - Steve Santana (5:03)	S.A.L.E.S. 6 of 7 - OBJECTIONS (Text p. 383, eBook p. 278) S.A.L.E.S 7 of 7 - CLOSING (Text p. 412, eBook p. 302) Appendix 4 - Apply Your Skills. Review (Text p. 475, eBook p. 345)



11/2	Chapter 13 - Service and Follow-up for Customer Retention (Text p. 424, eBook p. 309) Case 13.1 (Text p. 442, eBook p. 325) Q 1-2 California Adhesives Territory Case 13.2 (Text p. 443, eBook p. 326) Q-1 Sport Shoe Rectify Poor Product	Chapter 13 - Service and Follow-up for Customer Retention (Text p. 424, eBook p. 309) Case 13.1 (Text p. 442, eBook p. 325) Q 1-2 California Adhesives Territory Case 13.2 (Text p. 443, eBook p. 326) Q-1 Sport Shoe Rectify Poor Product	
11/9	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" FIRST WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" FIRST WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	CHAPTERS 6 THRU 10 TO BE COMPLETED BY: Sunday, November 15, 2026
11/16	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" SECOND WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" SECOND WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	
11/23	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" THIRD WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	THANKSGIVING HOLIDAY	
11/30	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" FOURTH WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	PROJECT NO. 2 - SALES CALL PRESENTATION IN CLASS SALES CALL & SALES PRESENTATION DECK" FOURTH WEEK OF SALES CALLS PRESENTATIONS (18 PITCHES) NINE (9) ON BOTH TUES-THUR. (MAX. 7-MINUTE EACH PRESENTATION) 126-minutes/18-presentations = 7 minutes allowance	CHAPTERS 11 THRU 13 TO BE COMPLETED BY: Sunday, December 6, 2026
12/7	UPLOAD PROJECT NO. 2 PROJECT COMPONENTS	UPLOAD PROJECT NO. 2 PROJECT COMPONENTS	

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