Unit code | F/616/1803
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Unit type | Core
Unit level | 5
Credit value | 15

**Introduction**

Creating memories and joyous experiences for consumers is a key dimension affecting the profitability and growth of any hospitality organisation. To understand the factors that influence customers’ decisions is invaluable in marketing and hospitality operations.

This unit is designed to enhance students’ knowledge and understanding of the consumer’s decision-making processes, from needs recognition through research, the evaluation of alternatives, purchase and post-purchase evaluation. While students will learn the underpinning theories and frameworks, they will also be expected to relate these to real-world examples, including their own personal experiences.

An important part of marketing is understanding the processes behind how a consumer makes the decision to purchase a product and/or service.

The knowledge, understanding and skill sets that students will gain on successfully completing this unit will enhance their career opportunities; whether setting up in business independently or being employed by a hospitality organisation.
Learning Outcomes

By the end of this unit a student will be able to:

1. Examine the factors that influence hospitality consumer behaviour and attitudes
2. Demonstrate the ability to map a path to purchase in a hospitality context, including the decision-making process
3. Evaluate appropriate forms of research to understand influences on the hospitality consumer decision-making process
4. Evaluate how marketers influence the different stages of the hospitality consumer decision-making process.
Essential Content

LO1 Examine the factors that influence hospitality consumer behaviour and attitudes

Introduction to consumer behaviour:
The definition of consumer behaviour
The various factors that influence consumer behaviour: cultural, social, personal and psychological
The challenges of quality service delivery to meet consumer expectations
The impact of digital technology on changing consumer behaviour and attitudes
Emerging consumer trends affecting the Hospitality industry

LO2 Demonstrate the ability to map a path to purchase in a hospitality context, including the decision-making process

Introduction to consumer decision-making:
Model of hospitality consumer decision-making
The value of mapping a path to purchase: the consumer decision journey from pre-purchase, purchase, receive and post-purchase
Levels of hospitality consumer decision-making, extensive problem-solving, limited problem-solving and routine response behaviour
Four views of hospitality consumer decision-making: economic, passive, emotional and cognitive

Factors that influence decision-making:
The influence of heuristics on decision-making
The influence of elements of the marketing mix on decision-making
The influence of new technologies e.g. online transactions and purchasing, interactive personalised services, media platforms for ratings and reviews

LO3 Evaluate appropriate forms of research to understand influences on the hospitality consumer decision-making process

Researching different stages of the decision-making process:
The differences between Business to Consumer (B2C) and Business to Business (B2B) decision-making processes
How does market research differ between B2B and B2C? This covers skills sets, research methodology, sample sizes, the importance of tele-depth interviews and applying the Pareto principle
Influences on the decision-making process:
Personality, self and motivation
Measures of consumer learning: recognition and recall, attitudinal and behavioural
Understanding aspects of consumer perception: dynamics, imagery and risk

LO4 Evaluate how marketers influence the different stages of the hospitality consumer decision-making process

Approaches to consumer learning both behavioural and cognitive:
Influence of culture and sub-culture on consumer behaviour
Patterns of buyer behaviour
Role of opinion leaders in influencing purchasing decisions
How hospitality organisations use an understanding of buyer behaviour to influence the decision-making process
The use of digital audience research developments to understand and influence consumer behaviour
# Learning Outcomes and Assessment Criteria

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<tr>
<th>Pass</th>
<th>Merit</th>
<th>Distinction</th>
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<tbody>
<tr>
<td><strong>LO1</strong> Examine the factors that influence hospitality consumer behaviour and attitudes</td>
<td><strong>P1</strong> Investigate the different cultural, social, personal and psychological factors that influence consumer behaviour and attitudes within a hospitality context</td>
<td><strong>D1</strong> Critically analyse the emerging trends in consumer behaviour and attitudes using specific examples from the hospitality industry to support your arguments</td>
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<td><strong>P2</strong> Explore how consumer trends are changing due to the impact of digital technology</td>
<td><strong>M1</strong> Analyse how cultural, social, personal and psychological factors that influence consumer behaviour and attitudes are changing and driving trends in hospitality</td>
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<td><strong>LO2</strong> Demonstrate the ability to map a path to purchase in a hospitality context, including the decision-making process</td>
<td><strong>P3</strong> Examine the stages of the consumer decision-making journey and map a path to the purchasing for a given hospitality service</td>
<td><strong>LO2 LO3 LO4</strong></td>
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<td><strong>P4</strong> Explore why it is important for marketers to map a path to purchase and understand consumer decision-making in the hospitality sector</td>
<td><strong>M2</strong> Evaluate how marketers are responding to the decision-making process, applying relevant examples from the hospitality sector</td>
<td><strong>D2</strong> Critically evaluate the application of appropriate theories, concepts and models that influence and impact upon the hospitality decision-making process, supported by specific hospitality examples and contexts</td>
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<td><strong>LO3</strong> Evaluate appropriate forms of research to understand influences on the hospitality consumer decision-making process</td>
<td><strong>P5</strong> Compare and contrast the key differences of the hospitality decision-making process in the context of B2C and B2B, using specific hospitality examples</td>
<td><strong>M3</strong> Provide a coherent and justified evaluation of how different factors influence hospitality decision-making and buying behaviour, supported by specific hospitality examples</td>
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<td><strong>P6</strong> Evaluate the different approaches to market research and methods of research used for understanding the decision-making process</td>
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<td><strong>LO4</strong> Evaluate how marketers influence the different stages of the hospitality consumer decision-making process</td>
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<td><strong>P7</strong> Evaluate how marketers can influence the different stages of the hospitality decision-making process giving specific hospitality examples</td>
<td><strong>M4</strong> Critically evaluate how marketers influence each stage of the decision-making process with reference to relevant methods and models applied</td>
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Recommended Resources

Textbooks


Links

This unit links to the following related units: Unit 2: Managing the Customer Experience

Unit 15: Hospitality Marketing Essentials

Unit 25: Food Service Management

Unit 27: Front Office Operations

Management Unit 29: Managing and Planning an Event

Unit 39: Tourist Resort Management