

Week 12	16.03.2020-21.03.2020	Service market segmentation and targeting
Week 13	23.03.2020-28.03.2020	Customer retention strategies
Week 14	30.03.2020-04.04.2020	Test and assignment; Service development and design
Week 15	06.04.2020-11.04.2020	Communication and promotion of service;
Week 16	13.04.2020-18.04.2020	Pricing of services;
Week 17	20.04.2020-25.04.2020	Managing service employees
Week 18	27.04.2020-30.04.2020	Revision