



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Travel Agency and Tour Operators

1920-2-E1501N101

Learning objectives

Knowledge and Comprehention

The course has the aim to show the great changes that occurred in the last years in the field of the tourism intermediation from the point of view of quality and quantity, fucusing in particular on the relationships between the organization, the distribution and the customer.

Capability to apply knowledge and comprehension

The course let the students better understand the distribution of tourism services, know the tourism market, the economical and liability context, in order to be better introduced in the retail sector of OTA, traditional travel agencies and tour operator.

Contents

Analysis of the dynamics that control the system of the tourism intermediation between the companies that own the demand and the ones that represent the offer. The incoming and the outgoing.

Detailed program

Analisis of main type of integration of Tour Operators and Travel Agencies

Association and tourism fairs

Analisis of main types of contracts in tourism market

Merchant Fees, Transaction fees and other ways to remunerate services distribution

Pricing e mark-Up

Business Travel e Leisure Travel

Analysis of main features of the package contract

Regulations about distribution and organization

Analysis of trade practices: Last Minute - Advance Booking - Dynamic Pricing

Prerequisites

Adequate educational skills touristic technique and reasonable abilities of learning, writing and oral communication.

Teaching methods

Formal lessons and seminars held by guest speakers (experts and professionals from the tourism sector).

Assessment methods

Written examination in computer room: 20 short questions (1 true - 2 false) and following oral examination.

Oral examination will be available only for student with 12/20 in written session.

Examination - June/September 2020 - Covid Emergency

Web call

10 short question multiple choice (1 true - 2 false) and following oral examination

Oral examination will be available only for student with 7/10 in written session in 12 minutes.

Textbooks and Reading Materials

Becheri E. & Biella A. L'organizzazione dell'intermediazione nella filiera del turismo. Maggioli Editore; Rimini 2013.

Adriano Biella&Emilio Becheri Il Direttore Tecnico dell'agenzia di Viaggi. Maggioli Editore; Rimini 2013

