



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## COURSE SYLLABUS

### Travel Agency and Tour Operators

2122-2-E1501N101

---

#### Learning objectives

##### Knowledge and Comprehension

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, focusing in particular on the relationships between the organization, the distribution and the customer. Actual topics will be introduced regarding digital tourism distribution and the changes due to Covid19, the effects on tourism and the new relationship between tourism distribution and digital tourist in the Covid era.

##### Capability to apply knowledge and comprehension

The course allows students to better understand the distribution dynamics in tourism in the first 20 years of the millennium and possible future scenarios, recognizing the roles of the different players in the supply chain, the main economic and responsibility areas, with a view to better integration into the various tourist sectors and in particular of OTAs, travel agencies and tour operators.

#### Contents

---

#### Detailed program

Brief description of history of tourism and intermediation

-----  
-----  
-----  
-----  
-----  
-----  
-----

The tourism product: definitions and testimonials

Remunerative formulas in the sale of services and packages

Pricing: mark-up and commission

-----  
-----  
-----  
-----  
-----  
-----  
-----  
-----  
-----

## **Prerequisites**

Adequate knowledge of tourism technique and reasonable learning, writing and oral communication skills. Basic knowledge of English and of IT tools to better understand the terminology and operation of some work and sales tools

## **Teaching methods**

Lectures in the classroom or video lessons at a distance (in case face-to-face teaching is not possible)

Language: Italian

There will be frequent guest speakers from leading companies in the industry.

## **Assessment methods**

Examination in the computer laboratory involving a multiple-choice test based on a number of at least 30 questions.

Only if a minimum score of (e.g. 18 correct answers out of 30) is obtained will the student be able to take part in an oral examination which may confirm, increase or decrease the mark obtained during the written examination.

The examination procedures may change during the year (e.g. due to the presence or distance modes) and will be communicated days before the test to be taken.

Translated with [www.DeepL.com/Translator](http://www.DeepL.com/Translator) (free version)

## **Textbooks and Reading Materials**

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

Further teaching material will be presented and communicated in the course of the lectures.

---