UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Evolution of Tourism Occupations

2526-2-E1501N149

Learning objectives

The course aims to provide theoretical and conceptual tools for understanding the main dynamics that characterize the development of professions and skills in the tourism sector, as well as their application. It seeks to offer in-depth knowledge and develop students' understanding of the various dimensions that define the key evolutionary trends in jobs and working conditions within this economic sector, while also stimulating their learning abilities and communication skills.

Several relevant topics will be addressed to help understand the processes underlying these evolving dynamics, specifically:

the analysis of both objective and subjective dimensions of job quality in tourism;

an overview of the main skills required of workers in this sector;

a review of the principal regulatory tools governing employment in the sector;

more in-depth explorations of particularly current and pressing issues related to the study of work experiences in tourism and the inequalities experienced by workers in this field.

By the end of the course, students will have developed independent judgment in evaluating the main issues that characterize employment in the tourism sector.

Contents

Overview of the main characteristics of jobs in the tourism sector; analysis of key development trends.

Objective and subjective conditions of job quality in tourism.

Skills required of workers in the tourism sector.

Regulatory instruments governing employment in the tourism industry.

Detailed program

The course will be structured in three parts.
The first part will provide students with an overview of the characteristics of occupations in the tourism sector and the related evolutionary trends. Particular analytical attention will be given to the distinction between the objective dimensions of job quality—referring to contractual aspects and other more easily measurable features—and the subjective dimensions, linked to the worker's personal experience and well-being.
The second part will focus on the types of competencies and skills required of workers in this economic sector, and on how the regulatory framework may interact with the level of qualification that characterizes tasks and roles across the main occupational profiles in tourism.
Finally, the third part will examine a number of current and pressing issues that critically explore how employment in tourism can act as a potential driver of inequality, based on both ascribed and acquired characteristics.

Prerequisites

Command of English

Teaching methods

The course consists of 49 hours and will be delivered 60% through traditional lectures and 40% through exercises, both individual and group-based, conducted in an interactive, in-person format.
This second component, delivered through interactive teaching, will include exercises, group work, case study presentations, and in-depth explorations shared and discussed in class.

Students are encouraged to regularly consult the detailed course guide available on the e-learning platform, which provides a precise schedule of the topics covered in each lesson.

Assessment methods

Assessment will be based on three components:

Active participation in class activities;

Completion of individual tasks, such as oral presentations or contributions to group discussions;

Final written exam, consisting of two parts: a section with closed-ended questions to assess knowledge of the course content, and a section with open-ended questions in the form of short essays, aimed at evaluating the student's ability to critically reflect on key issues covered in the course.

Textbooks and Reading Materials

The main textbook for the course is:
Manoharan, A., Madera, J. M., & Singal, M. (Eds.). (2024). The Routledge Handbook of Diversity, Equity, and Inclusion Management in the Hospitality Industry. New York, NY: Routledge.

The specific chapters and sections of the book that will be covered during the course—and thus included in the exam—will be indicated progressively during the lectures.

Additional bibliographic materials will be recommended by the instructor and made available on the e-learning platform.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | DECENT WORK AND ECONOMIC GROWTH | INDUSTRY, INNOVATION AND INFRASTRUCTURE