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WP 9: 1st Thematic Discussion Summary Report (Italy)

(Report compiled by Roberta Garibaldi,
University of Bergamo)

Project No. 588476-EPP-1-2017-1-PT-EPPKA2-KA

1

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1.0 Introduction

The 9th July, at 17.30, took place the first Thematic Discussion of the Income Tourism Project at the University of Bergamo (Room Riunioni, third floor).

The aim of the meeting was first of all introduce the project to local stakeholders, that already are in touch and collaborate with the University of Bergamo for different projects, but also stimulate discussion about the topic: *Soft Skills Gaps between the requirements of the Tourism Industry and the Tourism Curriculum adopted by Higher Education Institutions*.

2.0 Main Outcomes of the Round-table Discussion

Professor Rossana Bonadei – President of the Course in PMTS - introduced the Master Course of Planning and Management of Tourism System of the University of Bergamo, together with other projects that the University is developing and/or leading together with the stakeholders that were present during the meeting.

Professor Roberta Garibaldi explained briefly *Income Tourism* asking the stakeholders to express the level of interest in the topic and in the possibility of such projects to bring positive aspects to tourism sector.

Then professor Garibaldi introduced the topic of the discussion: *“Soft Skills Gaps between the requirements of the Tourism Industry and the Tourism Curriculum adopted by Higher Education Institutions”*.

Prof. Bonadei, University of Bergamo, underlined the new skills that the university tries to convey to their students, that need to be really up to date: IT, social, creativity, be able to do, self-entrepreneurship, inventiveness and imagination. The international course in Bergamo (taught in English) follows the new tendencies, adding the knowledge of English for tourism to a very high level.

Gi.Vi. added that Italy is the first country for the number of beds (accommodation) and for the number of hotels. In this sense, a stronger accent need to be paid on hard skills, but also on soft skills such as communication, organization and ability to work in team.

Prof. Garibaldi also stated that the graduate students from the university find a job in every sector and that the university need to be flexible, not conveying only specific knowledge, but skills and ability in order to be flexible in the profession.

The stakeholders confirmed this line and that university and companies need to stay in strong connection, periodically, in order to:

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- understand and teach flexibility,
- define common training activities,
- share learning points and implement their offer.

3.0 Conclusion

Suggestions for improvements, emerged during the discussion:

- Prepare students to be flexible, more than specific knowledge that could be acquired during professional activity;
- Give students the opportunity to test themselves, to proof their ability, to test their capability to do in real and concrete contexts;
- Create more opportunities to have an international context, where students can be prepared to the professional activity to an international level;
- Create a stronger offer about topics related to the elements of differentiation of the Italian offer from other countries, for example, gastronomy;
- Give more practical elements of knowledge in reception job, as there is great lack of very professionalized hotel manager;
- Necessity to work with different sectors – as tourism is a trans- and inter- disciplinary subject – and the students need to really touch by hand, during the training activities, this kind of essence.

4.0 Appendix

- Appendix 1: Event Agenda
- Appendix 2: Participants List
- Appendix 3: Photos



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Appendix 1: Event Agenda



1st Thematic Discussion: Soft Skills in the Tourism Industry

Monday 9th July 2018

17:30hrs

University of Bergamo

17:30hrs	Meeting
17:35hrs	Opening Remarks <i>Rossana Bonadei, President of the Course Planning and Management of Tourism System</i>
17:45hrs	Introduction to the project of the University of Bergamo Introduction to the INCOME Tourism Project
18:30hrs	Round-table Discussion: Soft Skills Gaps between the requirements of the Tourism Industry and the Tourism Curriculum adopted by Higher Education Institutions. Chaired by: <i>Roberta Garibaldi, professor of Tourism Management</i>
19:00hrs	Concluding Remarks



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Appendix 2: Participants List

Work Title: 1st Thematic Discussion
Start Date: Monday 9th July 2018
Location: University of Bergamo

1st Thematic Discussion
Participants List

No Name and Surname	Organization	Address	Email	Signature
ZANCHI GIULIANO	FONDAZIONE BERNAREGGI		giuliano.zanchi@ fondazionebernareggi.it	<i>[Signature]</i>
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COMINASSI ALBERTO	SACB		ACOMINASSI@SACB.IT	<i>[Signature]</i>
Chino Bemberti	BERGAMO BRB and Co.		info@bbbergamo.info	<i>[Signature]</i>
ANDREA PALENI	SINDACO DI CURIO		ANDREA.PALENI@COMUNEBO.IT	<i>[Signature]</i>

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SUEVA FADELLO	GIVI SRL		SFADELLO@GIVISRL.COM	<i>[Signature]</i>
COMINASSI ALBERTO	SACB		ACOMINASSI@SACB.IT	<i>[Signature]</i>
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Appendix 3: Photos

