

Organization Design and People Management in the Tourism Industry

Instructor: Daria Sarti
Spring 2025

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| Monday, 24th March 2025
14,30-16,00
Room: D4/1.13 | Towns of Italy: Experience makers.

Luca Perfetto
<i>CEO di Towns of Italy Group</i> |
| Monday, 7th April 2025
11,00-13,00
Field Trip | Field Trip at Four Season Firenze

Meet at Four Season at 11.00 AM.
<i>Details will be announced in class.</i> |
| Wednesday, 9th April 2025
12,00-13,30
Room: D4/1.13 | The importance of a proactive approach in Tourism -
The case of CAP Viaggi.

Martina Lucchesi
<i>Coach Rental Commercial Office - Cap Viaggi</i> |
| Monday, 14th April 2025
14,30-16,00
Room: D4/1.13 | Creators of handmade dreams: the role played by
hospitality in a luxurious contest.

Justyna Goleniowska
<i>Training & Talent Manager - Lungarno Collection</i>
Alice Caramelli
<i>HR specialist - Lungarno Collection</i> |
| Wednesday, 16th April 2025
12,00-13,30
Room: D4/1.13 | The Eataly business model.

Maria Teresa Caiazzo
<i>Event Manager - Eataly Firenze</i> |