


PERSONAL INFORMATION **Maria Stella Minuti**


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 Skype mariastellaminuti

Sex F | Date of birth 18/04/1961 | Nationality Italian

WORK EXPERIENCE

June 2014 - present

Founding partner and operating member

Incipit Consulting soc. coop., via dei Mastri, 1, località Ferriera, -06089 - Torgiano, PG (www.incipitconsulting.it)

Research, teaching, consulting, with specific expertise in the areas of Economic Statistics, Tourism Statistics, Revenue management, Customer Relationship Management, Accessible Tourism, Tourism Management of cultural heritage.

Teaching, scientific coordination and tutoring in educational activities of Incipit Consulting.

Design of projects in response to European calls.

Management and coordination of international projects falling under EU programs.

Publication of articles for magazines and scientific books

Papers presentations at national and international conferences

Details of the principal activities carried out at Incipit Consulting:

RESEARCH (main activities)
Studies

2015 - 2018 - "DATATUR Trend e statistiche sull'economia del turismo (DATATUR Trend and statistics on the tourism economy)" – 2015, 2016, 2017 2018 editions

Client: Federalberghi

Role: data processing and drafting of the 10 thematic chapters

2015 - 2018 - "Il barometro del Turismo (Tourism Barometer)" – January / April / July / October editions, 2015, 2016, 2017, 2018

Client: Federalberghi

Role: data processing and drafting of the texts

2015-2018 – "Sommerso turistico ed affitti brevi (Undeclared tourism and short term rentals)" – August 2018, April and August 2017, February and August 2016 editions

Client: Federalberghi

Role: data processing and analysis and drafting of the research report

2017 - "Il sommerso turistico nella provincia di Varese (Undeclared tourism in the province of Varese)"

Client: Federalberghi Varese and Consorzio turistico della provincia di Varese

Role: data processing and analysis and drafting of the research report

2016 - "Il sommerso turistico nella provincia di Bergamo (Undeclared tourism in the province of Bergamo)"

Client: Ascom Confcommercio Bergamo

Role: data processing and analysis and drafting of the research report

2016 "Il sommerso turistico in Umbria (Undeclared tourism in Umbria)"

Client: Federalberghi Confcommercio Province of Perugia

Role: Data processing and analysis and drafting of the research report

2015 “Check-up turistico Comune di Gubbio (Tourism Check-up of Gubbio)”

Client: Comune di Gubbio

Role: participation in the research group for data processing and drafting of the texts

2014 - "Il futuro passa per il Turismo (The future passes through tourism)" - VI Forum of Tourism in Umbria

Client: Federalberghi Confcommercio Province of Perugia

Role: Selection and collection of data on the tourism sector, with particular attention to hospitality. Preparing the draft presentation

EDUCATION AND TRAINING (main activities)

2016 – *Sharing economy and hospitality business* within the Course for associated operators of EBTU Abruzzo;

2014 - *The statistical system of tourism and Tourism for all* within the university master in “Communication and Management for the tourism sector” (Incipit, CST and University for Foreigners of Perugia - Assisi and Perugia), 2014 edition.

INTERNATIONAL ACTIVITIES

Community Projects

2016 - 2017 – “A.L.L. Across the Lombards Lands”, European Programme COSME 2014-20120, Call for proposals: Supporting Competitive and Sustainable Growth in the Tourism Sector - Enhancing tourism accessibility – improving facilities and services for tourists with special access needs.

Project aimed at the creation of tourism offers "for all", thus taking into account the needs of tourists with specific accessibility requirements (people with disabilities, the elderly, families with small children, etc.). Itineraries and tour packages for all focused on the common Lombard heritage Lombard will be developed in selected locations of Italy (Spoleto and Campello sul Clitunno) and Slovenia (Ljubljana and Kranj).

Role: drafting the proposal in response to the COSME Call and coordinator of the project of which Incipit Consulting is the lead partner.

2015 - 2017 – “APP TOUR YOU - Innovative accessible tourism training through self learning and assessment apps and collaborative platforms for tourism sector operators”, European Programme Erasmus+, Key action 2 Cooperation for innovation and the exchange of best practices – Strategic partnership VET.

Project aimed at experimenting new models of training on accessible tourism and information targeted to SMEs and entrepreneurs in the field of tourism.

Role: Participation in drafting the proposal in response to the Erasmus+ Call and Project Manager of Incipit Consulting, project partner.

Business or sector Training, Research and Consultancy services in the tourism sector

September 2011 – May 2014 **Trainer, Researcher**

Centro Italiano di Studi Superiori sul Turismo e sulla Promozione Turistica (CST), via cecci 1, S.Maria degli Angeli, Assisi, PG – www.cstassisi.eu

Research activities in the following areas: Economic Statistics, Tourism Statistics, Revenue management, Customer Relationship Management, Accessible Tourism, Tourism Management of cultural heritage.

Teaching, scientific coordination and tutoring in educational activities of the CST.

Collaboration in the design of projects in response to European calls.

Coordination of international projects falling under EU programs.

Publication of articles for magazines and scientific books and writing contributions to software hypertext.

Papers presentations at national and international conferences

Details of the principal activities carried out at the CST:

RESEARCH (main activities)

Studies

- "DATATUR Trend e statistiche sull'economia del turismo (DATATUR Trend and statistics on the tourism economy)" Client: Federalberghi (2011, 2012, 2013, 2014, 2015), data processing and drafting of the 10 thematic chapters.
- "Il valore del marchio UNESCO per la città di Assisi (The value of UNESCO brand for the city of Assisi)" Client: City of Assisi (2012), analysis of tourism demand and supply, direct survey and interviews with stakeholders.
- "Lo sviluppo turistico nei siti del patrimonio UNESCO. Principali caratteristiche e trasformazioni indotte (Tourism development in UNESCO heritage sites: main features and induced transformations)", Client: Italian Association of UNESCO World Heritage Cities and Sites (2012), analysis of the characteristics and dynamics of tourism in the Italian cities of art. Monitoring and evaluation of current trends (IDES System).
- "Caratteristiche e dinamiche del turismo umbro (Characteristics and dynamics of the Umbrian tourism)" for the Application dossier of PerugiaAssisi European Capital of Culture 2019, Client: Foundation PerugiaAssisi2019 (2012), analysis of tourism in Umbria.
- "Caratteristiche e tendenze del turismo del vino in Italia (Characteristics and trends of wine tourism in Italy)", Client: Movimento Turismo del Vino (2012), implementation of the survey on the characteristics of the demand, analysis of the results.
- "Osservatorio dei siti UNESCO italiani (Observatory of the Italian UNESCO sites)", Client: City of Assisi (2010), definition of the system of indicators for monitoring, analysis of the factors affecting the site: anthropic and environmental pressures.
- "Il turismo del benessere in Umbria (Wellness tourism in Umbria)" Client: Umbria Region - Regional Observatory on Tourism (2009), analysis of the characteristics of wellness tourism, analysis of supply and demand.
- "Il turismo per tutti in Umbria (Tourism for all in Umbria)" Client: Umbria Region - Regional Observatory on Tourism (2009).
- "Rapporto sul turismo all'aria aperta (Report on open-air tourism)", Client: Faita (2007), report on outdoor accommodation (camping sites and tourist villages), demand analysis.
- "Sviluppo turistico e territori lenti (Tourism development and slow territories)" with the support of the Fondazione Cassa di Risparmio di Perugia (2007), definition of a system of indicators for the identification of slow territories.
- "Ricerca per la valutazione e la definizione di linee strategiche per lo sviluppo del turismo culturale in Umbria (Research for the evaluation and definition of strategies for the development of cultural tourism in Umbria)", with the contribution of the Fondazione Cassa di Risparmio di Perugia (2005), direct survey on the demand
- "L'analisi dei fabbisogni formativi e professionali del settore turismo (Analysis of training and professional needs in the tourism sector)" Client: EBNT (Ente Nazionale Bilateral Tourism) (200-2001), analysis of the main features and trends of tourism in Italy.

EDUCATION AND TRAINING (main activities)

Advanced education and training

- *Il sistema statistico del turismo e Turismo per tutti (The statistical system of tourism and Tourism for all)* within the university master in "Comunicazione e Management per il settore turistico (Communication and Management for the tourism sector)", CST and University for Foreigners of Perugia - Assisi and Perugia, 2011, 2012, 2013 editions.
- *Tecniche statistiche per il marketing culturale e territoriale (Statistical techniques for cultural and territorial marketing)* within the M.I.L.E.S. course for "Esperto nella progettazione, realizzazione e promozione di iniziative di alta formazione sulle musiche e culture di Europa e Mediterraneo (Expert in the design, implementation and promotion of advanced training initiatives on the music and culture of Europe and the Mediterranean)", PO Basilicata, Centro Servizi Matera - Matera, 2012.

- *Il sistema statistico del turismo (The statistical system of tourism)* within the master "Cultural Routes". Creation and Management of Cultural Routes, CST in partnership with the Route of the Phoenicians and Tuoro sul Trasimeno - Tuoro sul Trasimeno, 2011.
- *I metodi di previsione per il Revenue Management (Forecasting methods for Revenue Management)* within the master in "Hospitality Management", National Committee of Young Hoteliers (CNGA) Federalberghi - Rimini, 2010.
- *Controllo delle attività a fini statistici (Control of activities for statistical purposes)* within the IFTS course for "Tecnico superiore per la ristorazione e la valorizzazione dei prodotti territoriali e delle produzioni tipiche (Higher technician for the restaurant sector and for the enhancement of local products and typical productions)", 2007.
- *Statistica del turismo (Tourism statistics)* within the "Hospitality Management" Integrated Project, Mida Equipe - Trapani, 2003.
- *Elementi di matematica e statistica per l'applicazione economica (Elements of mathematics and statistics for economic applications)* within the IFTS course "Tecnico della ristorazione (Technician for the restaurant sector)", 2001.
- *Metodologia della ricerca (Research Methodology)* within the course "Esperto in marketing turistico (Expert in tourism marketing)", DES - Siracusa, 2000
- *Statistica del turismo e analisi di mercato (Tourism statistics and market analysis)* within the course "Formazione dei Formatori Sud (Trainers Training – Southern Italy)", CST in agreement with the Ministry of Labour - Assisi, 1998.

Vocational and managerial training

- *Progettare e realizzare prodotti per il turismo per tutti (Design and implementation of products for tourism for all)* within the course for "Esperto nella realizzazione di reti integrate per lo sviluppo del turismo enogastronomico (Expert in the creation of integrated networks for the development of food and wine tourism)" - Assisi - 2013.
- *Tecniche statistiche orientate al CRM (Statistical techniques for CRM)* within the course for "Esperto in Customer Relationship Management per l'informazione e l'accoglienza turistica sul territorio (Expert in Customer Relationship Management for tourist information and welcoming in the territory)", Call Culture and Employment 2008 ESF and Umbria Region - Assisi - 2010.
- *Definizione, tendenze e caratteristiche del turismo lento e La pianificazione del prodotto per un turismo accessibile (Definition, trends and characteristics of slow tourism and Product planning for accessible tourism)* within the course for "Specialista nella creazione e commercializzazione di prodotti per il turismo della lentezza (Specialist in the creation and commercialisation of products for slow tourism)", Call Culture and Employment 2008 ESF and Umbria Region - Assisi - 2010.
- *L'accessibilità dei servizi alberghieri e Revenue Management (The accessibility of hotel services and Revenue Management)* within the course for "Esperto dei servizi di ricevimento specializzato nella promozione turistica integrata di micro itinerari turistici (Reception services expert specialised in the integrated promotion of tourism micro itineraries)", CST in partnership with UDS - Assisi - 2009.
- *Le fonti statistiche ufficiali sul turismo (The official statistical sources on tourism)* within the course for "Esperto per la creazione ed organizzazione di pacchetti turistici per la valorizzazione delle risorse culturali e ambientali (Expert in the creation and organisation of tourist packages for the enhancement of cultural and environmental resources)", CST in Temporary Association with GSI Italia Gruppo di Solidarietà Internazionale, funded by the ESF and by the Region of Umbria - Assisi – 2007
- *Metodi di ottimizzazione dei risultati nelle imprese turistiche (Optimization methods of tourism businesses results)* within the course for "Specialista di processi organizzativi e gestionali nelle imprese turistiche (Specialist of organisational and managerial processes in tourism businesses)", CST in Temporary Association with the University of Perugia financed by the ESF and by the Region of Umbria - 2007.

- *Conoscere le tematiche del turismo accessibile (Knowing the issues of accessible tourism)* within the course for "Cultore delle tradizioni locali per la valorizzazione turistica del territorio (Local tradition expert for the tourism enhancement of the territory)", funded by the ESF and by the Province of Perugia - 2007.
- *Tecniche elementari di analisi dei dati, Generalità sui metodi statistiche e Rappresentazioni grafiche (Basic techniques of data analysis, Generalities on the statistical methods and Graphical representations)* within the course for "Specialista in Customer Relationship Management per le aree naturali protette (Specialists in Customer Relationship Management for the protected natural areas)" funded by the ESF and by the Umbria Region - 2006.
- *L'utilizzo della statistica per le imprese turistiche: strumenti di elaborazione e principi di interpretazione dei dati e Le fonti statistiche per il turismo (The use of statistics for tourism businesses: processing tools and principles of data interpretation and Statistical sources for tourism)* within the course for "Esperta in promozione del territorio (Expert in promotion of the territory)", CST in collaboration with the Arco Consortium and Eurostrategie, Perugia - 2002.
- *Fonti statistiche nel turismo (Statistical sources in tourism)* within the course for "Imprenditrice esperta in beni culturali (Female entrepreneur expert in cultural tourism)", CST in collaboration with the Arco Consortium and Eurostrategie, Perugia - 2002.

INTERNATIONAL ACTIVITIES

Community Projects

Project design in response to European calls

Coordination and management of projects falling under Community programs, including:

- 2011-2013 *Her.cul.es - Strengthening the attractiveness of European Higher Education in Heritage and Cultural Tourism*, Erasmus Mundus. Project aimed at promoting the current supply of European higher education programmes on tourism management of cultural heritage, at directing international mobility flows toward Europe and at promoting cooperation between institutions of higher education in Europe and Maghreb on issues of tourism management of cultural heritage coordination – **Coordinator**
- 2010-2012 - *YES! Employability – Young Europeans, Skills for Employability in Tourism, Lifelong Learning, Leonardo da Vinci*, transfer of innovation. Project aimed at contributing to the transparency of the skills acquired by the young people in formal learning in the tourism sector – **Project staff**
- 2009 - 2011 - *ECVET System for No borders in tourism hospitality European Training and Work – N.E.T. Work*, Lifelong Learning, Leonardo da Vinci. Pilot project to test and develop the credit system for vocational education and training (ECVET) – **Project staff**
- 2004-2006 - *Eu.For.Me - Tourism training for a wider target*, Joint Actions program - Socrates, Leonardo da Vinci, Youth. Project aimed at developing, on the basis of an analysis of the needs expressed by people with disabilities and the training gaps on the topics of tourism for all, a training path for young trainers specialized in the topics of accessible tourism - **Project Manager for CST**
- 2000-2004 - *HERCULIA - Equal Local Entrepreneurial Human Cultural Resources and Environment*, Equal. Project aimed at increasing the employment prospects of discriminated workers in the local labor market through the valorization and requalification of the tourism resources of the Val d'Agri (Basilicata) and at creating an hospitality model that satisfies accessibility and quality requirements - **Project Manager for CST**

Training

Design of the training path of the Training project BET CB 062 11 "Vocational Training for Palestinian Tourist Operators of Micro Tourist Facilities (Guesthouse and B&B)" financed by the PMSP (Palestinian Municipalities Support Program)

Business or sector Training, Research and Consultancy services in the tourism sector

(1998-2010) Adjunct professor

Faculty of Economics of the University of Perugia - Piazza dell'Università 1, 06100, Perugia

Adjunct professor in the following university courses:

- *Tourism statistics*, course of the Master Degree Programme in "Economics of Tourism" - Faculty of Economics - University of Perugia (A.Y. 2007/2008 – A.Y. 2009/2010)
- *Economic statistics and market analysis*, course of the Master Degree Programme in "Economics of Tourism" - Faculty of Economics - University of Perugia (A.Y. 2002/2003 – A.Y.2006/2007);
- *Tourism statistics*, course of the Bachelor Degree Programme in "Economics of Tourism" - Faculty of Economics - University of Perugia (A.Y.1997/1998 - A.Y.2001/2002).

Lecturer in the laboratory *Special programs in computer science for the results optimization of tourism businesses* of the Bachelor / Diploma Degree Programme in "Economics and Management of Tourism Services" - Faculty of Economics - University of Perugia (A.Y.1994/1995 – A.Y.2008/2009), module: *Forecasting in the context of Yield Management*.

Participation in the Erasmus program - teachers (A.Y. 2006-2007) holding a seminar in English at the Westfälische Wilhelms-Universität Münster entitled: *Tourism in Italy - Performances and Potentials*

[Business or sector](#) University

(1992 - 2007) Lecturer – tutor - examiner

**Consorzio Nettuno
Corso Vittorio Emanuele II 39, Roma**

Lecturer/tutor of Statistics and lecturer/examiner of Tourism Economics Statistics at the three-year At-a-distance degree in Economics and Management of Tourism Businesses at the Technological Centre of University of Perugia based in Assisi.

[Business or sector](#) Consortium of Universities for distance learning

(1987 - 1991) Researcher

IRRES - Regional Institute of Economic and Social Research of the Umbria Region – Via Mario Angeloni, Perugia

Collaboration in various research projects on the economic, social and territorial situation of Umbria, public service businesses in Umbria, exports from Umbria, regional economic accounts and the input-output table and model of Umbria.

Writing articles and contributions to scientific texts.

[Business or sector](#) Regional Research Institute

 EDUCATION AND TRAINING

(2010) Certificate in Hotel Revenue Management

Cornell University - Ithaca, NY 14850, United States

Revenue Management in the hospitality sector

(2000-2002) Auditor – internal verifier

CST

Quality Certification:

- basic course on the ISO9000 '94 quality certification (April 2000)
- course for auditor - internal verifier (July 2000)
- updating course on the ISO9000 quality certification in 2000 (October 2002)

(1981-1986) Degree 110/110 e lode

University of Perugia - Faculty of Economics and Commerce

- Economics
- Statistics
- Marketing and business management
- Law

(1975-1980) High School Diploma 50/60

Liceo Classico Annibale Mariotti - Perugia

Classical studies

PERSONAL SKILLS

Mother Tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
French	A1	A2	A1	A1	A1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- good communication skills gained through a long experience as university lecturer and vocational trainer
- good relationship skills developed in team work

Organisational / managerial skills

- excellent skills in the coordination and management of development projects thanks to extensive on-the-job experience

Job-related skills

- good command of quality control processes (currently responsible for quality audit)

Computer skills

- good command of Microsoft Office™ tools
- good command of Internet browsers

Other skills

Driving License B

ADDITIONAL INFORMATION

Publications **Articles and papers**

- Minuti M.S. (2014), *The Erasmus Mundus Project Her.cul.es - Strengthening The attractiveness of European higher education in Heritage and Cultural Tourism. Activities and Results* in "Almatourism - Journal of Tourism, Culture and Territorial Development", Vol 5, No 2 (2014) Special Issue Her.cul.es
- Minuti M. S. (2012), *Turismo sostenibile, "turismo per tutti": l'accessibilità come elemento di qualità e volano di sviluppo dei sistemi turistici territoriali*, in Atti della conferenza: "Il valore della lentezza per il turismo del futuro", Perugia/Orvieto (TR), 13-14 giugno 2012, Sinergie;

- Minuti M. S (2010), *I caratteri e le tendenze della domanda e dell'offerta turistica*, in Bracalente B. (a cura di) "Caratteri strutturali e scenari di sviluppo regionale. L'Umbria verso il 2020", FrancoAngeli, Milano, pp. 196-237;
- Minuti M.S. (2009), *Gli indicatori della lentezza*, in CST "Sviluppo turistico e territori lenti", FrancoAngeli, Milano, pp. 107-138;
- Minuti M.S (2008), *La domanda ufficiale di turismo all'aria aperta* in Faita "Rapporto sul turismo all'aria aperta", Marzo 2008;
- Desinano P., Minuti M.S., Schiaffella E (2005)., *Controlling the Yield Management Process in the Hospitality Business* in F. Sfodera (ed.), "The Spread of Yield Management Practices –The Need for Systematic Approaches", Springer Verlag, Heidelberg, pp. 65-77;
- Minuti M.S. (2000), *Il turismo in Italia* in Poeta S. (a cura di) "L'analisi dei fabbisogni formativi e professionali del settore turismo", FrancoAngeli, Milano, pp. 169-182;
- Berretta M., Desinano P., Minuti M.S., Schiaffella E., Sfodera F (2000)., *Yield Management. Uno strumento innovativo per la gestione dei ricavi nelle imprese turistiche* in "Economia & Management" N.2 – marzo 2000, pp..73-90;
- Desinano P., Minuti M.S., Schiaffella E. e Sfodera F. (1999), *Issues regarding yield management applications in the hospitality industry. New directions for research*. Relazione presentata alla Quarta Conferenza Internazionale sullo Yield Management, Colchester, 5-7 Settembre 1999 e pubblicata negli atti del convegno;
- Bracalente B., Minuti M.S. (1994) *La congiuntura dei consumi in Umbria* in Bracalente B. (a cura di) "Abitudini di acquisto e congiuntura dei consumi in Umbria", Perugia, novembre 1994;
- Bracalente B., Minuti M.S., *Una metodologia per l'analisi di dotazione, domanda e fabbisogno di impianti sportivi*, rapporto finale della ricerca commissionata dalla CRUED Spa, Dipartimento di Scienze Statistiche dell'Università degli Studi di Perugia, gennaio 1993;
- Bracalente B., Minuti M.S. e Paniccà R., *Le interdipendenze settoriali dell'economia umbra* - Dipartimento di Scienze Statistiche dell'Università degli Studi di Perugia, dicembre 1992;
- Minuti M.S. e Paniccà R., *Il sistema produttivo umbro: un'analisi macroeconomica settoriale* in IRRES "PENSARE IL MOSAICO aspetti dell'Umbria alla fine degli Anni Ottanta", Perugia 1989;
- Minuti M.S. e Paniccà R., *Un modello di aggiornamento della contabilità regionale: metodologia e prime applicazioni* in IRRES "Studi e informazioni" n. 2/89;
- Bracalente B. e Minuti M.S., *Local growth in Italy: an empirical analysis by soft modeling* in "Quaderni di Statistica e Matematica Applicata della facoltà di Economia e Commercio dell'Università di Perugia", anno accademico 1987/88;
- Minuti M.S., *La struttura produttiva* in IRRES, "Rapporto sulla situazione economica sociale e territoriale dell'Umbria", Perugia 1988;
- Minuti M.S., *Le infrastrutture territoriali e il parco abitativo* in IRRES, "Rapporto sulla situazione economica sociale e territoriale dell'Umbria", Perugia 1988.

Teaching materials and hypertexts

- Minuti M.S. (Anni vari), "Statistica economica e analisi di mercato", dispense ad uso interno degli studenti del Corso di Laurea Specialistica in Economia del turismo.
- Minuti M.S. (1999), "Metodi statistici per la segmentazione della domanda" e "Le rilevazioni Campionarie" in *Marketing turistico*, software ipertestuale prodotto nell'ambito del programma Magellano e coordinato dal CST;
- Minuti M.S. (1999), "La previsione delle vendite orientata allo Yield Management" in *Yield Management per le piccole e medie imprese ricettive*, software ipertestuale prodotto nell'ambito del progetto UFC '98-'99, diretto da G. Peroni, CST, Assisi 1998.

Conferences

- Italian Ministry of Heritage and Cultural Activities and Tourism, conference "*Cultural Heritage*" *Fruizione e Formazione: progetti per l'accessibilità al Patrimonio culturale e alle Strutture turistiche ("Cultural Heritage" Access and training: projects for the accessibility of Cultural heritage and tourism facilities)* - Rome, 7 December 2016 -

Presentation "Turismo per tutti: strumenti di apprendimento (Tourism for all: learning tools)";

- CST, international conference *Tourism Management and Sustainability of Heritage Sites: the Role of Education and Training* - Assisi, 22 November 2013 - presentation "Her.cul.es: attività e risultati (Her.cul.es: Activities and Results)";
- University of Perugia, conference *Il valore della lentezza per il turismo del futuro (The value of slowness for the tourism of the future)* - Perugia/Orvieto, 13-14 June 2012 - presentation "Turismo sostenibile, "turismo per tutti": l'accessibilità come elemento di qualità e volano di sviluppo dei sistemi turistici territoriali (Sustainable tourism, tourism for all: accessibility as quality element and driving force for the development of local tourism systems)";
- Italian Ministry of Heritage and Cultural Activities, conference *Il patrimonio di tutti, patrimonio per tutti (The heritage of all, heritage for all)* - Roma, 6 December 2011 - presentation "La fruizione dei luoghi della cultura italiani: la domanda attuale e potenziale delle persone con disabilità (The fruition of Italian places of culture: current and potential demand of people with disabilities)";
- Town of Catania - CityLab project, conference *Buone prassi di turismo accessibile (Good practices of accessible tourism)* - Catania, 20 November 2009 - presentation "Il ruolo strategico della formazione come fattore di sviluppo del "Turismo per tutti" (The strategic role of training as development factor of "Tourism for all")";
- GO SLOW ITALIA, conference *Costruire i paesaggi lenti e sensibili in Italia: esperienze a confronto (Building slow and sensitive landscapes in Italy: comparing experiences)* - Monza, 19 September 2009 - presentation "Gli indicatori della lentezza: un modello di analisi sperimentale per l'individuazione dei territori lenti (The slowness indicators: a model of experimental analysis for the identification of slow territories)";
- ITB Conference in Berlin *Training Accessible Tourism for All - Trends and Tools* - Berlin, 10 March 2007 - presentation EU project EU.FOR.ME - Tourism training for a wider target";
- *Fifth International Conference Yield and Revenue Management* - Assisi, 3-5 September 2000 - presentation "Controlling YM Process in the Hospitality Business: Development Guidelines";
- *XXVIII European Congress of Regional Science Association* (Stoccolm 23-26 August 1988) – presentation: "Local growth in Italy: an empirical analysis by soft modeling" in collaboration with Bruno Bracalente.

Torgiano, January 2019

