

**Selected Topics in Tourism, International
Hospitality and Attractions Management**





July 15th – 26th, 2024
(or July 1st – 26th, 2024)

tourism.summer.school@uam.es

<https://uamsseb.education/tourism>

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PRESENTATION

SPEND YOUR SUMMER STUDYING AT UAM IN MADRID!

July 15th – 26th, 2024

**(or from July 1st if you also join the first half of
the Summer School of Economics and Business)**

Universidad Autónoma de Madrid (UAM)'s Summer School "Selected Topics in Tourism, International Hospitality and Attractions Management" (STTIHAM) is a unique opportunity to broaden your horizons in **one of the most beautiful and liveliest cities of the world**, while studying at a **top university**. The Faculty of Economics and Business Studies at UAM is **ranked 38-55 in Europe and 101-150 worldwide in Hospitality & Leisure Management** (QS World University Rankings by Subject 2023).



MADRID
One of the "Most Livable Cities" in the World!
Monocle's Quality of Life Survey 2023
#1 in Spain
#7 in Europe
#8 in the World

UNIVERSIDAD AUTÓNOMA DE MADRID
One of the best universities in the World!
QS World University Rankings by Subject 2023:
Hospitality & Leisure Management
38-55 in Europe, 101-150 worldwide



Given our academic strength in this field, the economic importance of Tourism in Spain, and that the UN World Tourism Organization is headquartered in Madrid, we have created this **new summer program for**

2024. It is offered at the same time as the last two weeks of our traditional Summer School of Economics and Business (SSEB). If you wish, you can also enroll in the first two weeks of the SSEB (July 1-12, 2024) and take one or two courses closely related to some of the topics you will study at the STTIHAM: [Environmental Economics and Policy Analysis: The Theory of Externalities and the Economics of Pollution Control](#) and/or [Doing Business in Spain: Cultural and Management Issues](#).

Check the presentation video of the SSEB:



<https://youtu.be/WO0JzWZnE4Q>

We invite you to embark on this life-changing journey to gain a new perspective on your studies, make new friends from all over the World, immerse yourself in a different culture, and discover something new about yourself! Join an exclusive **2-week study program** that offers some **high-quality modules** about selected topics in Tourism, International Hospitality and Attractions Management, all taught **in English** by top professors and researchers of UAM's Faculty of Economics and Business Studies.

STTIHAM brings together students from all over the World and a few local students in a **truly international environment**. The course is **complemented by social and cultural events, as well as academic**

field trips, which are not offered during the regular Fall and Spring semesters.

STTIHAM targets students keen to gain **academic enrichment in cutting-edge topics** related to Tourism, International Hospitality and Attractions Management: Environmental Policy and Sustainable Tourism, Cutting-edge technology applied to tourism activities (Crypto-economics and crypto-assets, Metaverse), Human resource management in Europe's Hospitality sector, Hospitality Finance in Europe, Customer Experience Management in Hospitality, and Culture, history, leisure, and attractions management in Madrid.

WANT TO DOWNLOAD OUR POSTER?

[UAM STTIHAM poster 2024](#)

APPLICATION: REQUIREMENTS, HOW TO APPLY, AND CALENDAR

Apply for the STTIHAM Summer School if you are an **undergraduate student or graduate (student or professional)** in Tourism, Economics, Business or any other related field, and your level of **English** is at least **B2**. STTIHAM may also be appropriate for students and graduates from other fields, if they are interested in the topics covered in the course.

HOW TO APPLY?

Fill out the **application form** here: [Application Form STTIHAM](#) (this form also allows you to apply for the combination of the STTIHAM with the first two weeks of the Summer School of Economics and Business). Once we receive your application form, we will send you the information to pay the **non-refundable application fee of 100 euros**. Your application will be completed when you submit the following documents to tourism.summer.school@uam.es:

- A scanned copy of your payment receipt of the non-refundable application fee.
- A scanned copy of your passport (photo ID page) or EU ID card for EU residents.
- A scanned copy of your university Academic Transcript showing the courses you have taken and your grades (it doesn't need to be an official transcript).
- Your CV.

The non-refundable application fee is considered part of the Program costs and will therefore be **deducted from the total payment due**. If we are no longer accepting applications, you will be notified, and the application fee information will not be sent. In this way, we will prevent you from paying the fee if your application can no longer be processed.

Please, note the following deadlines, and be aware that to meet them we must have received your application fee by the last day of the deadline, as only then will your application be complete:

EARLY-BIRD-DISCOUNT APPLICATION DEADLINE: FEB 28

REGULAR APPLICATION DEADLINE: JUNE 14

**EXTRAORDINARY-PERIOD APPLICATION DEADLINE: JUNE 28
(SSEB + STTIHAM) OR JULY 12 (ONLY STTIHAM)**

You will receive notification of admission to the program within 7 days from the completion of your application. Admitted applicants must register by paying the full cost of the program within 28 days from admission (when we send you the e-mail confirming admission) if you applied during the early-bird-discount period; within 14 days from admission if you applied during the regular (no-discount) period; or within 3 days from admission if you applied during the extraordinary period. After 28, 14 or 3 days without registration and payment, admission will be withdrawn, and the non-refundable application fee will be lost. In this case, if you want to reapply, you will have to pay a new non-refundable application fee.

Selected Topics in Tourism, International
Hospitality and Attractions Management

	Early-bird- discount period	No-discount period	Extraordinary period (if places still available)
Application Window	November 1 – February 28	March 1 – June 14	June 15 – June 28 (SSEB + STTIHAM) or July 12 (only STTIHAM)
Admission Window	Within 7 days from receiving the non-refundable application fee		
Registration / Payment Window	Within 28 days from admission	Within 14 days from admission	Within 3 days from admission
Classes	July 1-26, 2024 (SSEB + STTIHAM) July 15-26, 2024 (only STTIHAM)		

PROGRAM OBJECTIVES AND CONTENTS

Selected Topics in Tourism, International Hospitality and Attractions Management

A) Introduction

In the aftermath of the COVID-19 pandemic, the tourism and hospitality industry has yet to fully recover. Hotel occupancy rates and travel interest have fluctuated from season to season and country to country, all affected by government regulations, vaccine availability and consumer confidence.

As one of the sectors most affected by the pandemic, it will likely never be the same once it has fully recovered from it. Some of the effects of the crisis are likely to be no more than an acceleration of trends that already existed in the sector, such as digitization and greater consideration of sustainability issues, but other effects may be entirely new.

B) Objectives

The main objective of this course is to provide a rigorous overview of selected topics that are key to understanding the present and future of the tourism and hospitality industry. The objective of the Program is to complement the previous training that students may already have if they come from Tourism related degrees (as these students are the main target audience of the Program), with a new Spanish and, for those coming from other continents, European perspective. In addition, the Program can also open students' minds to new cutting-edge ideas that are not yet widespread in today's industry but may soon be.

C) Contents

The Program will cover the following contents:

- Human resource management in Europe's Hospitality sector:
 - Understanding the new tourism context and changes
 - Analyzing the new human resource policies
 - Knowing the main skills needed
 - Best practices of hotels HRM in Europe

- Selected topics in Hospitality Finance in Europe:
 - Valuation of hotels and valuation of hotel companies
 - The role of institutional investors in hotel ownership and in its corporate governance
 - ESG investment in hotel companies

- Environmental Policy and Sustainable Tourism:
 - The externalities of tourism and their solution through economic instruments: Environmental degradation and congestion
 - Tradable permits applied to tourism: Tradable development rights in the USA
 - Evaluation of non-market tourism values: Revealed preferences and contingent valuation methods

- Customer Experience Management in Hospitality:
 - Services marketing
 - Experiential marketing
 - Experience design in hospitality
 - Customer experience in the age of Artificial Intelligence

- Culture, history, leisure, and attractions management: from the Paseo del Prado to the Golden Triangle of Art in Madrid (Note: This module will include visits to some of the museums in the Golden Triangle of Art)

- Cutting-edge technology:
 - Cryptoeconomics and cryptoassets: Current and potential applications in hotel companies and other tourist companies
 - Metaverse and its role in tourist activities

Combination with the first two weeks of the Summer School of Economics and Business

A) Introduction

The Summer School “Selected Topics in Tourism, International Hospitality and Attractions Management” is offered at the same time as the last two weeks of our traditional Summer School of Economics and Business (SSEB). If you wish, you can also enroll in the first two weeks of the SSEB (July 1-12, 2024) and take one or two courses closely related to some of the topics you will study at the STTIHAM course:

- Environmental Economics and Policy Analysis: The Theory of Externalities and the Economics of Pollution Control
- Doing Business in Spain: Cultural and Management Issues

B) Environmental Economics and Policy Analysis: The Theory of Externalities and the Economics of Pollution Control

This course is a great introduction to the STTIHAM topic “Environmental Policy and Sustainable Tourism.” It studies fundamental issues related to public environmental policies and management. In particular, the course deals with the role of the Public Sector for internalizing environmental externalities through public policies.

As a result, students will be able to understand the justification and effects of environmental public policies, as well as to formulate them, and analyze them. Students will also develop useful abilities for their professional life,

and they will learn methodological tools valuable for careers in the public and private sectors or in Academia.

C) Doing Business in Spain: Cultural and Management Issues

This subject can be a great complement to the STTIHAM topics “Human resource management in Europe’s Hospitality sector” and “Culture, history, leisure, and attractions management.” To succeed in the Spanish market, it is necessary to understand the Spanish culture, the leadership styles, and our unique protocol. The students will be prepared to plan their business and careers, manage their relationships with co-workers, bosses, subordinates, and Spanish organizations.

This course will provide the participating students with a decision-oriented framework for the development and implementation of business projects in Spain. Consequently, students will learn to (1) analyze, (2) select, and (3) implement appropriate conceptual frameworks pertaining to four broad management topics related to doing business in Spain:

- Understanding the Spanish culture.
- Enhancing communication skills to communicate more effectively and confidently within the Spanish business environment.
- Knowing the negotiation processes.
- Adapting to the etiquette and protocol typical of Spain.

At the end of the course, students will be better equipped to understand how to do business in Spain and how to negotiate.

ACADEMIC GUIDE AND SYLLABUS

[STTIHAM-23 syllabus](#)

Summer School of Economics and Business (SSEB) courses that can also be taken by STTIHAM students:

[SSEB-E04 Environmental Economics and Policy Analysis: The Theory of Externalities and the Economics of Pollution Control](#)

[SSEB-B04 Doing Business in Spain: Cultural and Management Issues](#)

CALENDAR, SCHEDULE, AND VENUE

Teaching takes place in the period:

- **July 15-26, 2024** (only STTIHAM)
- **July 1-26, 2024** (STTIHAM + first half of the SSEB)

Schedule:

- STTIHAM: Generally, there will be three 1.5-hour classes per day, separated by 15-minute breaks, from 9:00 am to 2:00 pm. The detailed schedule will be published approximately one month prior to the start of classes.
- SSEB: see the [SSEB website](#).

Social and cultural events and academic field trips may occupy part of the afternoons, leaving the rest free. Some events or visits may take place in the morning; in this case, the class schedule would be adjusted to accommodate morning activities.

Venue: Classes will take place in the Faculty of Economics and Business Studies, Universidad Autónoma de Madrid.

PROGRAM COSTS

Program costs include:

- tuition fees for “Selected Topics in Tourism, International Hospitality and Attractions Management” (and, if chosen, for 1 or 2 courses of the first half of the SSEB), and
- costs of social and cultural events, as well as field trips included in the Program.

Please, note that program costs **DO NOT** include:

- travel between your home country and Spain,
- visa (if required),
- health/accidents insurance,
- local transportation (except when arranged by the Program for some field trips),
- food (except when provided by the Program in some events), and
- accommodation.

The Office of Study Abroad at UAM will provide **help in finding accommodation** for interested students. There are some on- and off-campus housing options available on a first-come first-served basis.

Students from any university receive a **12.5% discount** if they complete their application within the **early-bird discount period** (until February 28). Additionally, students from **Partner Universities*** receive a **12.5% discount**. Therefore, students from Partner Universities receive a **25% discount** if they complete their application during the early-bird discount period.

Please, see the table below for the Program costs (since the non-refundable application fee is considered part of the Program costs, an admitted applicant must register by paying the Program costs shown in this table minus the already paid non-refundable application fee of 100 euros):

Program costs (in Euros)	6 ECTS credits (only STTIHAM)	9 ECTS credits (STTIHAM + 1 SSEB course)	12 ECTS credits (STTIHAM + 2 SSEB courses)
Non-Partners	€ 1,599	€ 1,999	€ 2,199
Non-Partners Early bird (until February 28)	€ 1,399	€ 1,749	€ 1,924
Partners			
Partners Early bird (until February 28)	€ 1,199	€ 1,499	€ 1,649

*** Definition of Partner University:** At the effect of applying the Partner discount, a Partner University is any university that actively promotes UAM's Summer School "Selected Topics in Tourism, International Hospitality and Attractions Management" among its students, even if it has not signed an agreement with UAM. Universities that have signed an agreement with UAM but are not promoting our Program are not considered Partners. If you would like to take advantage of our Partner's discount, please send us the link to the web page where your university presents information about our Program, a screenshot if it is a private web page, or ask your International Relations Office to inform us of the promotion or credit transfer approval.

Refund Policy: Refunds (except for the non-refundable application fee) will only be made in the event of cancellation of the Program by UAM.

SOCIAL AND CULTURAL EVENTS, AND ACADEMIC FIELD TRIPS

We want you to get the most out of your stay in Madrid during the STTIHAM. Therefore, we always plan a wide variety of social and cultural events, as well as field trips to **make your summer truly unforgettable!**

The detailed program will be announced later, but here are some examples of usual events over the course of the Summer School of Economics and Business:

- Paella on Campus
- Madrid walking tour
- Flamenco workshop
- Visit to the Prado Museum
- Visit to Mahou-San Miguel brewery
- Visit to Madrid's Stock Market
- Visit to Spain's Congress
- Farewell Lunch

See some [photos and videos](#) of the variety of academic field trips, as well as cultural and social events, that our students enjoyed during previous summers.