



TMS ALGARVE 2022

Sustainability Challenges in Tourism, Hospitality and Management

Thematic Session: **Tourism Operations**

This track aims to cover aspects related to carrying out basic operating processes in the tourism industry to exceed the expectations of visitors, tourists, and customers according to their needs and taking into account the sociocultural context and the parameters of sustainable development. Topics within this track are related but not limited to:

- In-bound tourism operations
- Out-bound tourism operations
- Sustainable tourism operations
- Risk management in tourism operations
- Stakeholders' perspective on tourism operations
- Food and beverage operations
- Cruise call operations
- Nautical tourism
- Tourism transportation
- Management of airports/ports/marinas
- Tour and travel operations management
- Tourism product development
- Tour planning/tour guiding
- Gaming/gambling
- Quality management and standards
- Business set-up & operations
- Revenue management in tourism and hospitality
- Tourism information management
- Recreation and entertainment

Track Directors:

Manuel A. Fernández Gámez is a Full Professor at the Faculty of Economics and Business, University of Málaga (Spain). He is Director of the Chair of Economics and Sustainable Finance (Spain) and collaborating researcher at the Research Center for Tourism, Sustainability and Well-being (Portugal). His current research interests include corporate reputation, tourism sustainability, cruise operations, hotel and restaurant efficiency, and nautical tourism. <https://orcid.org/0000-0003-1033-3784>

Juan Antonio Campos Soria is Associate professor in Economics and the Economics of Tourism at the University of Málaga (Spain). He has participated in international research projects for The Department for Culture, Media, and Sport (UK) and The World Travel and Tourism Council (WTTC), as well as numerous national projects for public and private institutions. His research interests are: Sustainable Tourism, Economic Analysis of Tourism, Tourism Demand Analysis and Gender Economics. <https://orcid.org/0000-0002-8884-7219>