



PERSONAL INFORMATION

Surname, First name	ORRÙ, Valentina	
Address	Via Amm. Mirabello Coop. Pesaro – 07024 La Maddalena (OT) Italy	
Telephone	Mobile +39 3477689595	Home +39 0789728306
E-mail	valentina.orrù@hotmail.it	
Nationality	Italian	
Date of birth	October 22, 1980	
Gender	Female	

WORK EXPERIENCE

Dates: 29 March- 02 April 2007 (and 2006)

Name and address of employer: Eidos srl – Viale Stazione, 90; 35036 Montegrotto Terme (PD) Italy ph.+39 0498912833

Type of business or sector: Verona Fair, Vinitaly (the wine festival)

Occupation or position held: hostess in the Bormioli Rocco (glasses and bottles producer) stand

Main activities and responsibilities: customer welcoming, linguistic assistance in Spanish and English

Dates: July - August 2005

Name and address of employer: Treasure Viaggi – Via Garibaldi; 07024 La Maddalena (OT) Italy ph.+39 0789738668

Type of business or sector: Tourism, Travel agency

Occupation or position held: internship

Main activities and responsibilities: front desk: tickets, information

Dates: January - September 2002 (summer 2003, winter 2006)

Name and address of employer: Charlie Bar Stars s.r.l. – Via Garibaldi 07024 La Maddalena (OT) Italy

Type of business or sector: Bar

Occupation or position held: waitress, waiter work organizer , barmaid

Main activities and responsibilities: service at the tables and at the bar, waiter coordination

Dates: October 2000- December 2001

Name and address of employer: Café La Bomboniera – Via XX Settembre; 07024 La Maddalena (OT)

Type of business or sector: Bar

Occupation or position held: waitress

Main activities and responsibilities: service at the table

EDUCATION AND TRAINING

April 2007-March 2008 (2000 hours including 500 hours of internship)

INTERNATIONAL MASTER PROGRAM IN TOURISM MANAGEMENT - 6th edition

Name and type of organisation providing organization and training:

AILUN – Associazione Istituzione Libera Università Nuorese

Via Pasquale Paoli – 08100 Nuoro (ITALY)

Phone: 0039 0784 226 226 – Fax: 0039 0784 203 158

Email: masters@ailun.it – www.scienze sociali.ailun.it

Program Description & Goals:

The International master program in Tourism Management provides a high level and advanced professionalism in the tourism field founded on a thorough training program, appropriate to innovative and managerial roles, crucial for the sustainable development of the tourism industry:

- It presents the tourism as a phenomenon characterized by a tight interdependence among the economic, psychological and sociological components;
- It offers the students a complete overview of the theoretical and applied issues concerning the planning and management of the tourism operations and policies.

Curriculum:

- **Basic Instruction:** Experimental Analysis of Behavior; Theoretical and Experimental Language of Science; Mathematical Logic; Set Theory; Statistics.
- **Social Sciences:** Psychological and Sociological Analysis of Tourist's Behavior; Anthropological and Cultural Aspects of Tourism; Tourism Market; Tourism, Economic Growth and Sustainable Development.
- **Management:** Tourism Businesses, Services and Products Planning; Resort Planning; Human Resource Management; Budgeting and Accounting; Yield Management; Total Quality and Customer Satisfaction Information Technology and E-Commerce.
- **Marketing:** Marketing Research; Segmentation, Targeting and Competitive positioning; Strategy and marketing policies for tourism destination; Promotion, Advertising and Communication in the tourism industry; Marketing Information Systems.
- **Planning:** Destination Management; The role of institutions in the Tourism Industry; Tourism Supply Strategic Planning; Tourism Legislation.

Chair and Dean of the Master: Professor Giulio Bolacchi, Professor of Sociology and Social Psychology

Foreign Faculty

Eugenio Aguiló Pérez (Universidad de las Islas Baleares, Spagna) • *Donald J. Anderson* (Purdue University, USA) • *Nicole W. Biggart* (School of Management, University of California at Davis, USA) • *Bernhard Giesen* (University of Konstanz, Germania) • *Charles R. Goeldner* (Leeds School of Business, University of Colorado at Boulder, USA) • *Zheng Gu* (William F. Harrah College of Hotel Administration, University of Nevada at Las Vegas, USA) • *Donald E. Hawkins* (George Washington University, USA) • *Jafar Jafari* (University of Wisconsin at Stout, USA) • *Carson L. Jenkins* (University of Strathclyde, Gran Bretagna) • *Brian King* (Victoria University, Australia) • *Matthew W. Lonam* (Florida Campus, Mountain State University, USA) • *Dean MacCannell* (University of California at Davis, USA) • *Alastair Morrison* (Purdue University, USA) • *David C. Palmer* (Smith College at Northampton, USA) • *Philip L. Pearce* (James Cook University, Australia) • *Richard H. Penner* (School of Hotel Administration, Cornell University, USA) • *Jonathan H. Turner* (College of Humanities, Arts, and Social Sciences, University of California, Riverside, USA) • *Muzaffer Uysal* (Virginia Polytechnic Institute and State University, USA) • *Gary K. Vallern* (Northern Arizona University, USA).

Dates: a.a. 2002-03/ a.a. 2005-06

Name and type of organisation providing organization and training:

University of Verona, Faculty of Foreign Languages and Literatures

Title of qualification awarded: Doctor in Languages and Cultures for Tourism Management

Final Thesis: Regional Organization of the tourism in Sardinia

Mark: 106/110

Principal subjects/Occupational skills covered:

Foreign Languages and Literatures (english and spanish), Law (Tourism Legislation, European Community Law, Commercial Law), Economy and management of tourist firm and Tourism Marketing.

Erasmus Program in Spain, Universidad Carlos III, Madrid; dates: October 2005- February 2006 (I semester); exams: Spanish 3, Prehistory and ancient history, International Conflicts Law; activities: Spanish course and French course done by mother tongue teachers.

Level in national or international classification: Degree

Dates: 1994/ 1999

Name and type of organisation providing organization and training:

Liceo G. Garibaldi, Classical experimental (scientific) High school, La Maddalena (OT) Italy

Title of qualification awarded: Classical experimental (scientific) Diploma (in Italy is called Brocca Project)

Mark: 77/100

Principal subjects covered: Biology, Chemistry, Italian Language and Literature, Maths, Latin, French, Physics

Level in national or international classification: High school Diploma

Dates: 1991/1996

Name and type of organisation providing organisation and training:

British School; La Maddalena (OT) Italy

Subjects covered: English

PERSONAL SKILLS AND COMPETENCES

Native language	Italian									
Other Languages	English, Spanish, French									
Self-assessment	Understanding				Speaking				Writing	
European level (*)	Listening		Reading		Spoken interaction		Spoken production			
English	C1	advanced	C2	advanced	C1	advanced	C1	advanced	B2	intermediate
Spanish	C2	advanced	C2	advanced	C1	advanced	C2	advanced	C1	advanced
French	A2	elementary	B2	intermediate	A2	elementary	A2	elementary	A2	elementary
	<i>(*) Common European Framework of Reference (CEF) level: (min) A1, A2, B1, B2, C1, C2 (max)</i>									
Social skills and competences	Skilled to work and live with other people (I have lived with students during five years) also if they have different culture and nationality (I have worked as barmaid and waiters coordinator in a bar with international staff – Cuban, East European)									
Organizational skills and competences	Advanced Team work coordination skills developed during work experience and at Master									
Computer skills and competences	Power Point, Word, Internet									
Driving licence(s)	B									