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Francesca Zanutto works in marketing and communication for the tourism and cultural sector since over 15 years with a special interest in places image and destination branding topics. With a phd in Economic Geography (La Sapienza) she lived in Canada to complete her degree in Public Relations, worked in Madrid at the Communication and Press office of the World Tourism Organization, accompanied tours all over the world, especially in Brazil, to write a travel guidebook. She is currently a contract professor in Economic Geography at the University of Turin (Cuneo) and she does research on the relationship between tourists and residents and their use of urban services, as well as on the relationship between tourism, traditional historical villages and inner areas. She is involved with ToNite (Urban Innovative Action), a European



project of the city of Turin which addresses the issue of night security, placing local communities at the centre with a view to social innovation and urban regeneration. She works also as mystery auditor for the hotel / restaurant sector.