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Crisis Management in the Tourism Industry - Dirk Glaesser - 2006-10-19

The tourism industry is arguably one of the most important sources of income and foreign exchange, and is growing rapidly. However, national and international crises have huge negative economic consequences. Crisis Management in the Tourism Industry aims to illustrate the theories and actions that can be taken to better understand consumer, economic and environmental reaction, in order for the businesses involved to be more prepared for such events. Now in its second edition, this text has been fully revised and extended to include recent events such as Bali, SARS and international terrorism, expanding sections such as:

- Terrorism and criminal activities
- Risk perceptions and the influencing variables
- The stakeholder concepts
- Analysis methods-visibility of advantages/disadvantages of methods
- Marketing instruments and best practices

Written by one of the world’s leading experts from the World Tourism Organisation, the book has global coverage, and presents international, up-to-date case studies and examples from countries such as the UK, Australia and USA. The book provides discussion of:

- The influential effect of the mass media
- How crises effect the purchase decision process
- Destination branding/image and its manipulation

Preventative crises management and strategies

Crisis Management in the Tourism Industry is an essential guide to explaining how the tourism industry can prepare and succeed in the face of the effects of crises.

Crisis Management in Tourism - Eric Laws - 2007-01

Using examples from the UK, Europe, America, Australia and Asia, this book provides an analysis of how crises can affect the tourism industry.
Crisis Management in Tourism - Eric Laws - 2007-01
Using examples from the UK, Europe, America, Australia and Asia, this book provides an analysis of the latest thinking and practice in dealing with extreme and sudden reductions in demand for specific tourist destinations or products. It shows that managerial responses, including problem solving and market recovery steps, vary in effectiveness and that recovery may be slow after initial problems are overcome.

Tourism Crises - Joan C. Henderson - 2007
In a world of increasing uncertainty it is vital that managers within the tourism industry are equipped with superior decision making skills and expertise necessary to deal with crisis conditions. Tourism Crises provides an effective synthesis of crisis management and tourism research with a solid theoretical foundation. It examines the principles and practices of crisis management within the context of tourism as a multi-sector industry. Using up to date international case studies, it tackles the following areas: · Political disturbance: the relationship between politics and tourism and political inspired tourism crises. · Social unrest: host-guest relations and tourists as targets of unrest · Economic instability: crises arising from fluctuating exchange rates and lack of investor confidence · Environmental conditions: natural disasters and health crises · Technological crises; transport accidents and crises arising from technical failure · Corporate crises. Human resource issues and questions of finance With a user-friendly learning structure, each chapter will assess the presence of and tendency towards particular types of crisis, supported by a series of examples and cases, which describe organisational situations, challenges and responses. Approaches to managing crises will be assessed and appropriate tools and techniques of crisis management are explored, enabling readers to gain an insight into this critical aspect of tourism decision making and equipping them with the skills and expertise necessary to deal with crisis conditions. * The first student focussed textbook to coherently tackle this significant and important area * Examines the principles and practices of crisis management within the context of the tourism industry * Uses up to date international case studies involving terrorism, environmental crises, health crises and technological crises, which have had major impacts on the industry.

Crisis Management in the Tourism Industry - Peter Hosie - 2016-12-05
An important challenge facing tourism is the anticipation of the threat of crises precipitated by natural and people-made catastrophes, and being adequately prepared for them. Despite an increase in research on this issue there is still a considerable lack of clarity on the impacts of crises on the tourism industry. Illustrated by a range of international case studies, this book provides a systematic and conceptual approach to questions such as how tourism businesses prepare for and react to crisis, which measures are taken and what impact they have, and which strategies can be employed to overcome them. By discussing, analyzing and synthesizing the literature on crisis management, the authors question how business can become more proactive in preparing and dealing with crises in the tourism industry.

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**Managing Tourism Crises** - Joan C Henderson - 2007-01-18

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Restoring Tourism Destinations in Crisis -
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Managing Tourism Crises - Sevil F. Sönmez -
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Weathering the Storm - Mary Lynch - 2004
This book presents a simple guide to managing a
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Crisis and Disaster Management for Tourism
- Brent W. Ritchie - 2009
This research book provides a strategic approach
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David Beirman - 2020-08-06
This is an outstanding book. It offers a
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the industry, related associations and the various
levels of government as they consider how to
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Tourism Crises - Eric Laws - 2013-05-13
Don’t wait until it’s too late to learn how to manage a crisis situation The impact of crises on tourism has increased in the last ten years in response to terrorism, war, health emergencies, and natural disasters. Tourism Crises presents the latest research on crisis management with in-depth analysis of tourism flows and the economic well-being of communities at the regional, national, and international levels. This timely book examines a range of conceptual issues, including crisis communication and the safety of employees of the industry, and features case studies of responses to the World Trade Center terrorist attacks, SARS, the 1999 Austrian avalanche disaster, and the epidemic of foot-and-mouth disease in the United Kingdom. As new crises emerge, it’s essential that the tourism industry be prepared to minimize the impact on both hosts and guests. Tourism Crises identifies key issues that need to be addressed in dealing with future incidents, examining specific cases of management success—and failure—with suggestions for improved responses. Academics, practitioners, and professionals discuss effective methods of maintaining yield during crisis situations, offering analysis, reflection, and new management strategies. Topics addressed in Tourism Crises include: the significance of communication in crisis situations keeping the media informed attracting business after the crisis has passed how alpine areas can respond to the dangers of avalanches the effect of the SARS epidemic on Hong Kong, Singapore, and Japan a typology of tourism crisis terms employee work stress in crisis situations quantifying the effects of tourism crises how tourism managers have retooled their promotional campaigns after 9/11 and much more Tourism Crises is a must-have for tourism professionals, practitioners, and academics as they develop new agendas for dealing with future crisis situations.

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Tourism Crisis and Disaster Management in the Asia-Pacific - Brent W Ritchie - 2014-11-21
The Asia-Pacific area is one of the fastest growing tourism regions and a major driver of global tourism in general. Tourism industries in Asia Pacific have been challenged in recent years by a number of major crises and disasters including terrorism, outbreaks (e.g. SARS and Bird Flu), natural disasters (e.g. tsunamis, bushfires, flooding), and political crisis (e.g. protests and political instability). This book contributes to the understanding of crisis and disaster management generally, but with a specific focus on the Asia Pacific. With contributions by international scholars and practitioners, the book discusses both the theoretical and practical approaches toward successful crisis and disaster management.

Crisis Management in the Tourism Industry - Dirk Glaesser - 2006-10-19
The tourism industry is arguably one of the most important sources of income and foreign exchange, and is growing rapidly. However, national and international crises have huge negative economic consequences. Crisis Management in the Tourism Industry aims to illustrate the theories and actions that can be taken to better understand consumer, economic and environmental reaction, in order for the businesses involved to be more prepared for such events. Now in its second edition, this text has been fully revised and extended to include recent events such as Bali, SARS and international terrorism, expanding sections such as: * Terrorism and criminal activities * Risk perceptions and the influencing variables * The stakeholder concepts * Analysis methods-visibility of advantages/disadvantages of methods * Marketing instruments and best practices Written by one of the world’s leading experts from the World Tourism Organisation, the book has global coverage, and presents international, up-to-date case studies and examples from countries such as the UK, Australia and USA. The book provides discussion of: * The influential effect of the mass media How crises effect the purchase decision process Destination branding/image and its manipulation Preventative crises management and strategies Crisis Management in the Tourism Industry is an essential guide to explaining how the tourism industry can prepare and succeed in the face of the effects of crises.

Tourism and Crisis - Gustav Visser - 2013-02-15
The new millennium has been characterised by several crises ranging from dramatic acts of terror to natural disasters, as well as the most significant economic recession since the late 1920s. However, despite such challenges the global tourism system has in the main retained its past vitality although in some cases in a different form. The book investigates different kinds of "crisis" and unpacks understandings of crisis in relation to various components in the contemporary tourism system. The aim of this book therefore is to critically analyse the relationship between tourism and crises. The volume focuses on the roles and potential of tourism for development and relations between tourism, environment and broad global process of change at different levels of analysis, highlighting different types of "crisis". In particular it questions the general conviction that tourism-led development is a sustainable and necessarily solid platform from which to develop local, national and regional economies from a range of perspectives. Written by leading academics in the field this book offers valuable insight into tourism’s relationship with socio-cultural, environment, economic and political crisis as well as the challenges facing future tourism development.

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This important work presents a comprehensive and detailed treatment of crisis management for the tourism and hospitality industries. Each chapter focuses on a key issue of understanding and managing crises and the author includes a range of case studies. The models presented are suitable for both large and small organizations, both public and private.

COVID-19 and the Hospitality and Tourism Industry - Gursoy, Dogan - 2021-09-14
Offering a comprehensive understanding of the implications of the COVID-19 pandemic for the tourism and hospitality industry, this book discusses the topic from economic, sociological and psychological perspectives. Critical case studies are used to explore both micro impacts on individuals involved in the industry and governmental and international responses to issues posed by the pandemic more broadly.

Risk, Crisis, and Disaster Management in Small and Medium-Sized Tourism Enterprises - Toubes, Diego R. - 2021-05-21
Tourism destinations are traditionally dominated
Tourism destinations are traditionally dominated by small and medium-sized enterprises that provide a wide range of products to tourists such as accommodation, travel services, transportation, recreation and entertainment, and food and beverage services. New knowledge and global risks have emerged, and small and medium-sized tourism enterprises (SMTEs) are now highly vulnerable. Recently, the COVID-19 pandemic has hit the whole world and caused a change in the tourism paradigm. Many SMTEs around the world have been severely affected by the need to completely shut down their activities for months, and expectations for recovery in the medium term are not optimistic. SMTEs do not have the capacity and increased resources—financial, human, operational—of large companies to prepare for crisis contingencies (planning) and respond to the challenges they face. They simply do not have the resources or knowledge for risk analysis and the creation of crisis teams or plans. This is an area of growing importance and concern, both in the public and private sectors, where specific research and more in-depth knowledge are needed. Risk, Crisis, and Disaster Management in Small and Medium-Sized Tourism Enterprises connects research in the field of crisis management with the risks affecting small and medium-sized tourism enterprises. The book presents prevailing research on SME-related planning, response, and recovery during crisis situations, further propelling much-needed literature on these challenges in today’s tourism industry. The chapters cover important topics such as terrorism threats, disaster management, resilient strategies, pandemic management, and risk analysis. The target audience of this book will be composed of professionals working in the tourism and hospitality industries, restaurateurs, travel agencies, hotel executives, directors, managers, crisis and risk planners, policymakers, government officials, researchers, and academicians who are interested in the threats to tourism businesses and how small and medium-sized enterprises can manage and navigate these risks.

Risk, Crisis, and Disaster Management in Small and Medium-Sized Tourism Enterprises - Toubes, Diego R. - 2021-05-21

Organizational Learning in Tourism and Hospitality Crisis Management - Zahed Ghaderi - 2021-03

We live in an uncertain world characterized by the occurrence of unexpected incidents in different corners of the globe which can have widespread adverse consequences. It is therefore vital to be prepared for, and attempt to prevent or mitigate the negative effects of such crises through crisis management tools and
According to the current literature, the tourism and hospitality industry has been exposed to dramatic impacts from human-induced crises and natural disasters during past decades. The repercussions are manifested in the form of business failure, economic losses, tarnished destination image, physical damage to infrastructure and facilities, psychological effects, and other undesirable outcomes. Many of these crisis events are recurrent and their effects can be averted or ameliorated through practicing organizational learning and engaging in preparation activities. However, limited attempts have been made by industry players to detect early warning signals, learn from crises and prepare for the next ones. Despite the important contributions in terms of 'lessons learned' from historical analyses, they usually provide little information on how tourism organizations facing the crisis attempted to manage it proactively and what they did reactively (Paraskevas and Quek, 2019).

Comprehensive sources in this field is thus necessary to fill this gap. Few research studies are available to discuss organizational learning in the process of tourism crisis management. A comprehensive collection of book chapters concentrating on both theory and practice will shed some light on this issue and propose recommendations for future investigation. Hence, the aim of this publication is to discover various aspects of organizational learning in tourism and hospitality crisis management and discuss future prospects. The book will be the main resource for future research in the field of tourism crisis management and organizational learning. There would be several reasons for such demand. First, this subject is relatively new in the hospitality and tourism field, covering many critical aspects of organizational learning in tourism crisis management. This novelty and in-depth discussions of practical lessons across the globe could be of great interest to both academics and practitioners alike. In recent years, many tourism and hospitality firms have applied the essence of crisis management and organizational learning in their contingency planning and crisis management frameworks. Tourism and hospitality managers have fully realized the importance of learning from previous crises and thus applied these learning strategies in their preparation programs. Therefore, they would be very eager more than before to use this material and recommend it to colleagues, employees, etc. Another potential demand would be academics, students and researchers in the both fields of organizational learning and tourism crisis management. Most universities and tourism institutions either directly or indirectly have developed new curriculums on tourism crisis management at Masters and PhD levels with special focus on organizational learning and preparation. This book will be of great interest for these people as previous resources are relatively outdated and furthermore, they did not cover the subject of organizational learning in details.

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Media Strategies for Marketing Places in Crisis - Eli Avraham - 2012-05-31
Growing competition between countries and cities over attracting infrastructure, investment, tourists, capital and national and international status mean that today, a negative image is more harmful than ever. Whatever the cause of the negative image, places perceived as dangerous, frightening, or boring are at a distinct disadvantage. Many decision makers and marketers stand by helplessly, frustrated by their knowledge that in most cases, their city's negative image is not based on well-grounded facts. Given that stereotypes are not easily changed or dismissed, the challenge facing these decision makers is great. Analyses of many case studies show interesting examples of places that tried to change a negative image into a positive one, in order to bringing back tourists, investors and residents. Although a great deal of knowledge about crisis communications has accumulated in recent years, very little has been written about strategies to improve places' negative images. The aim of "Media Strategies for Marketing Places in Crisis" is to discuss the various dimensions of an image crisis and different strategies to overcome it, both in practice and theory. "Media Strategies for Marketing Places in Crisis" is based on the careful analysis of dozens of case studies, advertisements, public relations campaigns, press releases, academic articles, news articles, and the websites of cities, countries and tourist destinations.

Toolbox for Crisis Communications in
Crisis communications is a crucial element of a good crisis management system. It helps limit the negative impact of a crisis by addressing the information needs of all industry stakeholders in an efficient, timely and responsible manner. Against this background, UNWTO has developed for the National Tourism Organizations (NTOs), Destination Management Organisations (DMOs) and private sector organisations involved in travel and tourism, this comprehensive, up-to-date Toolbox on Crisis Communications in Tourism. It includes step-by-step protocols, check-lists, sample templates configured by type of crisis and media categories, guidelines for measuring effectiveness, best practices and a special chapter fully dedicated to the use of social media in times of crisis. This Toolbox serves as a practical guide for travel and tourism stakeholders, to effectively address the challenges generated by crises.

Toolbox for Crisis Communications in Tourism - World Tourism Organization - 2011

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Safety and Security in Tourism - Noel Scott - 2013-09-13

Natural disasters, wars and conflicts, epidemics, and other major crises can devastate a tourism service or destination. Though there is extensive literature and research on preparation and coping with tourism crises, there is a gap in information on how to best market and recover from the destruction of caused to tourism businesses and destinations. This book fills the gap by comprehensively examining how to rebuild the market for a tourism service or destination after a catastrophe. This important book presents leading experts from around the world providing useful instruction on effective ways to plan for future crisis response and strategies for recovering business. A crisis may arise from several types of destructive occurrences, from natural physical destruction of important infrastructure to acts of terrorism. Because of the broad range of potential problems, there is no single strategy for which to deal with crises. The book explores a wide range of catastrophes, from Hurricane Katrina to tsunamis to war, taking a detailed look at management and administrative strategies which can help stimulate tourism recovery. This book explores stealth and catastrophic risks, risk perceptions, mediating the effects of natural disasters on travel intention, and various marketing strategies designed to bring customers back. This volume may become one of the most crucial resources in a tourism professional’s library. The book is extensively referenced and includes several tables and figures to clearly explain data. This book is essential reading for tourism researchers, tourism educators, tourism industry managers, and tourism industry administrators. This book was published as a special issue of the Journal of Travel & Tourism Marketing.

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Tourism Crises and Destination Recovery - David Beirman - 2021-10-30
Topical and issue based, and arranged by type of crisis showcasing a wide range of examples and case studies, Beirman approaches the topic both as an academic and with a professional insight gleaned from his vast experience in industry.

Managing Sustainable Tourism Resources - Batabyal, Debasish - 2018-06-08
Different tourism sites and destinations require different management approaches to maintain resources for both tourists and native populations. Through evaluating ongoing patterns in the industry, businesses are able to maintain an equilibrium between the local community and tourist populations. This book is a vital resource for entrepreneurs, policy makers, managers, economists, business professionals, academicians, and researchers seeking coverage on the management and sustainable tourism.

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Tourism, Security and Safety - Yoel Mansfeld - 2006-08-11
The topic of safety and security in the tourism industry is of vital importance globally. In recent years, and mainly after the 9/11 event, both academics and practitioners have started to look into crisis management issues seeking workable solutions in order to mitigate the negative impacts of safety and security incidences on the tourism industry and affected destinations. Tourism, Safety and Security: a multi dimensional analysis brings together the writings of international leading academics and practitioners in this field to discuss prevention measures and crisis management options, in incidences of tourism safety and security. The layout and content of the book are aimed at analyzing different types of safety and security
The topic of safety and security in the tourism industry is of vital importance globally. In recent years, and mainly after the 9/11 event, both academics and practitioners have started to look into crisis management issues seeking workable solutions in order to mitigate the negative impacts of safety and security incidences on the tourism industry and affected destinations. Tourism, Safety and Security: a multi dimensional analysis brings together the writings of international leading academics and practitioners in this field to discuss prevention measures and crisis management options, in incidences of tourism safety and security. The layout and content of the book are aimed at analyzing different types of safety and security problems as well as finding managerial strategies and tactics to address them. Divided into four sections this book looks at: Tourism and security issues: including the impact of terror in the hotel market in Israel · Tourism and crime issues: including premises liability, drug trafficking, theft and street robbery · Tourism and safety Issues: including the impact of SARS in Asia and Foot and Mouth Disease in the UK · Tourism crisis management issues: including the 9/11 crisis, public relations, and the aftermath of the Bali bombings Each chapter has a user friendly structure including study objectives, concept definitions and review questions.

Marketing and Managing Tourism Destinations - Alastair M. Morrison - 2018-09-06
Marketing and Managing Tourism Destinations is a comprehensive and integrated introductory textbook covering both destination marketing and destination management in one volume. It focuses on how destination management is planned, implemented and evaluated as well as the management and operations of destination management organizations (DMOs), how they conduct business, major opportunities, challenges and issues they face to compete for the global leisure and business travel markets. This second edition has been updated to include:

• A new chapter on visitor management that includes a section on crisis and disaster management
• New material on destination leadership and coordination
• New and revised content on digital marketing
• New and updated international case examples throughout to show the practical realities and approaches to managing different destinations around the world. It is illustrated in full colour and packed with features to encourage reflection on main themes, spur critical thinking and show theory in practice. Written by an author with many years of industry practice, university teaching and professional training experience, this book is the essential guide to the subject for tourism, hospitality and events students and industry practitioners alike.
How will the travel and tourism industry respond to the terrorist attacks on America? The recent terrorist attacks in the United States and their repercussions for the travel and leisure industries have focused more attention on tourism safety and security issues than ever before. The impact on tourism destinations and businesses, as well as on traveler behavior, will be significant. Recent events require further analysis not only of how travel safety may be improved but also how security issues may be seen in terms of tourism marketing and management so that the industry is able to better respond to such challenges. In this, an era of turbulent global relationships, the need for destination marketing organizations to demonstrate that they are safe for tourists has become increasingly important. Negative publicity, often unrelated to on-the-ground reality, may also serve to affect tourist perceptions.

Safety and Security in Tourism: Relationships, Management, and Marketing examines: the effects of the September 11, 2001 attacks on the tourism industry and how the industry is responding the importance of safety as a factor in destination or activity choice case studies of destination and business responses to past political instability and/or attacks against tourists safety, security and destination image the role of the media in influencing consumer perceptions of travel safety consumer awareness of travel advisories and their influence on behavior the role of insurance in the travel industry consumer awareness and acceptance of security measures in travel and tourism safety and security as a component in destination marketing crisis and risk management in the tourism industry cross-border security and visa controls and their implications for tourism safety and security measures for tourists in different sectors and in airports Tourism has often been cited as a force for peace, yet tourism is typically one of the first industrial casualties of war and political unrest. This book examines tourism safety and security issues to give you a better knowledge base from which to respond to future events.
The book draws from multiple disciplines to provide insight into the issues and challenges involved in planning for, and managing, crises and disasters in the context of sport. With an initial focus on sports event and venue resilience, the book also explores social, community and individual resilience within sport and examines concepts and issues such as fandom, risk perception, crowd control and management, crisis communication and reputational risk and the growing challenges posed by climate change. The book includes real-world case studies as well as disaster management-related simulation and scenario-building exercises and looks ahead to what might be the most significant threats in future to the safe and sustainable management of sport. With the devastating impacts of COVID-19 illustrating the central importance of resilience and proper preparation for crises and disasters, this book is an essential read for all researchers, students, practitioners and policy-makers working in sport, tourism, entertainment, leisure and critical event studies.

Crisis and Disaster Management for Sport - Richard Shipway - 2020-11-12
Crisis and Disaster Management for Sport is the first book to introduce key concepts and best practice in crisis and disaster management in sport and international sports events. The book draws from multiple disciplines to provide insight into the issues and challenges involved in planning for, and managing, crises and disasters in the context of sport. With an initial focus on sports event and venue resilience, the book also explores social, community and individual resilience within sport and examines concepts and issues such as fandom, risk perception, crowd control and management, crisis communication and reputational risk and the growing challenges posed by climate change. The book includes real-world case studies as well as disaster management-related simulation and scenario-building exercises and looks ahead to what might be the most significant threats in future to the safe and sustainable management of sport. With the devastating impacts of COVID-19 illustrating the central importance of resilience and proper preparation for crises and disasters, this book is an essential read for all researchers, students, practitioners and policy-makers working in sport, tourism, entertainment, leisure and critical event studies.

The Routledge Handbook of Tourism Experience Management and Marketing - Saurabh Kumar Dixit - 2020-05-18
The Routledge Handbook of Tourism Experience Management and Marketing offers a comprehensive and thorough inquiry into both customary and emergent issues of tourism experience and co-creation. Drawing together contributions from 83 authors from 28 countries with varied backgrounds and interdisciplinary interests, the handbook highlights multiple representations and interpretations of the theme. It also integrates a selection of illustrative global case studies to effectively present its chapter contents. Tourism experience drives the contemporary tourist’s behavior as they travel in pursuit of experiencing unique and unusual destinations and activities. Creating a memorable and enduring experience is therefore a prerequisite for the all tourism business organizations irrespective of the nature of their products or services. This handbook focuses on conceptualizing, designing, staging, managing and marketing paradigms of tourism experiences from both supply and demand perspectives. It sheds substantial light on the contemporary theories, practices and future developments in the arena of experiential tourism management and marketing. Encompassing the latest thinking and research themes, this will be an essential reference for upper-level students, researchers, academics and industry practitioners of hospitality as well as those of tourism, gastronomy, management, marketing, consumer behavior, cultural studies, development studies and international business, encouraging dialogue across disciplinary boundaries.

The Routledge Handbook of Tourism Experience Management and Marketing - Saurabh Kumar Dixit - 2020-05-18
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tourism-in-crisis-managing-the-effects-of-terrorism
Beyond. In addition, the volume addresses key and trends in the tourism industry. While highlighting topics such as service quality, culture sensitivity, and brand marketing, this publication explores the influence of globalization and the methods of sustainable business practices. This book is ideally designed for managers, hotel directors, restaurateurs, researchers, industry professionals, professors, and students seeking cutting-edge hospitality and tourism management strategies.

**Contemporary Management Approaches to the Global Hospitality and Tourism Industry** - Pius, Abraham - 2020-03-27
The hospitality, travel, and tourism industries play a major role in citizen wellbeing, socio-cultural integration, and the economic advancement of a nation. The industries are increasingly complex in operation, demanding excellence across a far-reaching and diverse set of capabilities and changes in management practices across the board. With growing expectations for a better service quality from the users and endless calls for value-added service, managers are under constant pressure to improve their services across all aspects while growing customer numbers to meet various stakeholder expectations. Contemporary Management Approaches to the Global Hospitality and Tourism Industry is a key reference source that provides crucial knowledge on the application of new management practices and trends in the tourism industry. While highlighting topics such as service quality, culture sensitivity, and brand marketing, this publication explores the influence of globalization and the methods of sustainable business practices. This book is ideally designed for managers, hotel directors, restaurateurs, researchers, industry professionals, professors, and students seeking cutting-edge hospitality and tourism management strategies.

This book provides a wide-ranging overview of the current state of tourist destination management and presents important recent research in the field. Contemporary theoretical and methodological approaches to management and marketing are discussed, and innovative practices with respect to both urban and rural destinations are described with the aid of many interesting case studies from across Europe and beyond. In addition, the volume addresses key issues such as governance, cooperation, the use of social media, and sustainability. A variety of influences on tourism development are examined, and efficient strategies for making destinations distinct are explored. The book will be a welcome addition and update to the existing literature and will be of interest to academics and practitioners alike.

**Tourism Crises and Destination Recovery** - David Beirman - 2021-10-20
As global tourism faces its greatest threat since World War II, the author draws on over 40 years of industry and academic experience to explore the core themes that underpin crises, their impact on the tourism industry and recovery. Focussing on this emerging issue in within the travel industry and academic tourism research, this author explores crisis management approaches from scholars, governments and tourism associations around the world. A dedicated chapter also covers the impact of Covid-19 on tourism industries and economies across the world and well as how nations from around the world responded to the global pandemic outbreak. The book is split by theme and features over 20 case studies, including 2020 Australian bush fires, 2019 Sri Lankan terror attack, SARS and Swine Flu, the collapse of Thomas Cook, the global and Greek financial crises and the threat to the Great Barrier Reef. Discussion questions and activities are included at the end of each chapter. Suitable reading for issues such as governance, cooperation, the use of social media, and sustainability. A variety of influences on tourism development are examined, and efficient strategies for making destinations distinct are explored. The book will be a welcome addition and update to the existing literature and will be of interest to academics and practitioners alike.
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Tourism security is an important part of both security management and tourism. Private security professionals and police departments in tourism cities, as well as hotels, major attractions, and theme parks, have all come to realize that tourism security and safety issues (often called tourism surety) are essential for industry survival and success. In Tourism Security, leading expert Peter Tarlow addresses a range of key issues in tourism safety and security. The book guides the reader through a study of tourism security themes and best practices. Topics include the relationship between tourism security and the economy, hotel and motel security, risk and crisis management, public places, transportation, and legal issues. The book also includes case studies of four popular tourist destinations. With each destination, an interview with a police or security representative is included—providing unique, in-depth insight to security concerns. Tourism Security is an invaluable resource for private security professionals, police departments that serve tourist destinations, and tourism professionals who work in hotels or convention centers, or at attractions, casinos, or events. Explains what tourism security is and outlines safety procedures for different tourism environments Serves as a resource tool and how-to for implementing best practices Includes detailed case studies of four popular tourist destinations: Charleston, South Carolina, the Dominican Republic, Las Vegas, Nevada, and Rio de Janeiro, Brazil.

The term “crisis management” was applied to business only after the publication of the monograph “Crisis Management: Planning for the Inevitable” by Steven Fink in 1986. Since then, this term has turned from a journalistic cliche into a scientific concept, and its concept,
of life. Strategic Tools and Methods for developed. It is the turning point in the meaning of the word “crisis” that indicates the possibility of changing the situation by making decisions that contribute to changing the vector of development of events from destruction to recovery and further development. From the above, the general definition of the term “crisis management” follows as a process of saving the system from its destructive effects. The activity of the crisis manager is always temporary and stops as a result of a favorable overcoming of the crisis or vice versa—the destruction of the system. Therefore, the criterion for the success of a manager in emergency crisis management is effectiveness as an absolute measure of the presence or absence of a result—it either exists or does not exist.

Public Sector Crisis Management - Alexander Rozanov - 2020-10-28
The term “crisis management” was applied to business only after the publication of the monograph “Crisis Management: Planning for the Inevitable” by Steven Fink in 1986. Since then, this term has turned from a journalistic cliche into a scientific concept, and its concept, theory, and methodology have been further developed. It is the turning point in the meaning of the word “crisis” that indicates the possibility of changing the situation by making decisions that contribute to changing the vector of development of events from destruction to recovery and further development. From the above, the general definition of the term “crisis management” follows as a process of saving the system from its destructive effects. The activity of the crisis manager is always temporary and stops as a result of a favorable overcoming of the crisis or vice versa—the destruction of the system. Therefore, the criterion for the success of a manager in emergency crisis management is effectiveness as an absolute measure of the presence or absence of a result—it either exists or does not exist.

Strategic Tools and Methods for Promoting Hospitality and Tourism Services - Nedelea, Alexandru-Mircea - 2016-01-07
Tourism marketing is a vital tool in promoting the overall health of the global economy by not only bringing necessary revenue to a particular region, but also providing an opportunity for tourists to explore another culture, building tolerance and overall exposure to different ways of life. Strategic Tools and Methods for Promoting Hospitality and Tourism Services provides interdisciplinary perspectives in the areas of global tourism and hospitality. Highlighting cultural boundaries of strategic knowledge management through the use of case studies and theoretical research, as well as the opportunities and challenges of tourism marketing, this publication is an essential reference source for academicians, research scholars, marketing professionals, graduate-level students, and industry professionals interested in international travel and the vacation industry.

Tourism Destination Management in a Post-Pandemic Context - Vanessa GB Gowreesunkar - 2021-06-11
Drawing from lessons of the COVID-19 pandemic, Tourism Destination Management in a Post-Pandemic Context presents cases and competencies to advance theoretical and empirical knowledge in the management of destinations post-pandemic.
The COVID-19 pandemic has affected individuals and caused destabilization of households and business activities. In emerging economies, many sectors and companies, especially small and medium enterprises (SMEs), are severely influenced by the reduction or cessation of economic activity. Overcoming the COVID-19 virus and allowing the world to heal will allow the economy to grow more resilient. First, however, we must understand that old managerial practices can no longer generate competitive advantage in the post-pandemic world. Public Health and Economic Resiliency in the Post-COVID-19 Era presents epidemiological studies of the COVID-19 pandemic, identifies the impacts it has on human health, and analyzes the impacts on public health and economy. This management tool also discusses the socio-economic human vulnerability related to the COVID-19 pandemic. Covering topics such as risk analysis, quality management systems, and therapeutic systems, this book is a dynamic resource for academic researchers and investigators, university professors, students, epidemiologists, health professionals, economists, managers, sociologists, physicians, policymakers, government officials, and academicians.
that is vulnerable, if not completely unsustainable. This vulnerability asks for understanding that the collective future depends on developing entirely new approaches and interpretation of tourism to effectively respond to the human, societal, social, and climate challenges. This book offers a novel and original perspective entailing the application of a humanistic management approach to sustainable tourism, which is centered on the value of human life, the protection of human dignity and the promotion of well-being. Multiple theoretical approaches, methods, and practical cases, on an international scale, shed light on shared value creation and human dignity as a necessary condition for its achievement in different contexts. Implicitly and explicitly, they respond to the current urgency to implement strategies to recover from the worldwide impact of the pandemic crisis and to provide a vision of what tourism could and should be when it recovers. It will be of interest to researchers, academics, professionals, and postgraduates in the fields of management, sustainability, and tourism development.

**Humanistic Management and Sustainable Tourism** - Maria Della Lucia - 2021-02-25
Tourism is a fast-growing and changing industry, which has become a driver of economic development in both developed and underdeveloped countries. While the tourism industry’s potential for shared value creation and sustainable development is acknowledged, the concerns around the environmental and social pressures remain a challenge for businesses, organizations, and destinations. This is because sustainable tourism arguably conflicts with the predominant neoliberal structure of the economy and with the hierarchical, profit- and consumption-driven societies. The emphasis on competition, growth, and profitability may undermine economic viability itself by consuming unreproducible resources and by undermining the six essential elements—dignity, people, prosperity, social justice, planet, and partnership—that are conceptually linked to sustainable development. The crises recurrently challenging the global travel and tourism environment, including climate change, bushfires, extreme weather disasters, pandemics, and the financial crisis, show the weaknesses of neoliberal approaches and the collective economic dependency of countries on tourism

unsustainable. This vulnerability asks for understanding that the collective future depends on developing entirely new approaches and interpretation of tourism to effectively respond to the human, societal, social, and climate challenges. This book offers a novel and original perspective entailing the application of a humanistic management approach to sustainable tourism, which is centered on the value of human life, the protection of human dignity and the promotion of well-being. Multiple theoretical approaches, methods, and practical cases, on an international scale, shed light on shared value creation and human dignity as a necessary condition for its achievement in different contexts. Implicitly and explicitly, they respond to the current urgency to implement strategies to recover from the worldwide impact of the pandemic crisis and to provide a vision of what tourism could and should be when it recovers. It will be of interest to researchers, academics, professionals, and postgraduates in the fields of management, sustainability, and tourism development.

**Rough Crossings** - Simon Schama - 2017-09-28
Simon Schama's extraordinary novel in a new stage adaptation by Caryl Philips. As the American War of Independence reaches its climax, a plantation slave and a British Naval Officer embark on an epic journey in search of freedom. Divided by barriers of race but united in their ambitions for equality, their convictions will change attitudes towards slavery forever. Sweeping from the Deep South of America to the scorched earth of West Africa, Rough Crossings is a compelling true story that marks the 200th anniversary of the abolition of the slave trade in the British Empire. Rough Crossings was staged by Headlong Theatre Company which opened at Birmingham Rep in September 2007 and toured the Lyric Hammersmith, Liverpool Playhouse and West Yorkshire Playhouse.

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