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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:

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The history of modern tourism records many localized and some international crises characterized by extreme and sudden reduction in demand for specific destination areas or types of tourism product. Managerial responses to such events include both problem solving and market recovery steps, but these vary in effectiveness and recovery may be slow to occur after the initial problems are overcome.

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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 ...

Crisis Management in the Tourism Industry | ScienceDirect

Book Description 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.

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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.

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Crisis Management in the Tourism Industry Leisure and tourism / Butterworth-Heinemann: Author: Dirk Glaesser: Edition: illustrated, reprint: Publisher: Elsevier, 2003: ISBN: 0750659769,...

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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

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better understand consumer, economic and environmental reaction, in order for the ...

Crisis Management in the Tourism Industry - Dirk Glaesser ...

\* 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.

Managing Tourism Crises | ScienceDirect

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 strategiesCrisis 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.

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Chapter 1: Introduction I Learning Objectives 1 Introduction 1 Tourism Crises, Causes and Consequences 3 Characteristics of the Tourism Industry 6 Vulnerability of the Tourism Industry to Crisis 8 Managing rTourism Crises 9 Researching Tourism Crises 11 Summary and Conclusions 12 Concept Definitions 12 Review Questions 13 Additional Readings 13 Referen es 13 Chapter 2: Economic Tourism Crises ...

Tourism Crises: Causes, Consequences and Management - Joan ...

Crisis Management in the Tourism Industry: Beating the Odds?: Hosie, Peter, Pforr, Christof: Amazon.sg: Books

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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 ...

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& Investing

Crisis Management in the Tourism Industry: Glaesser, Dirk ...

A review of the emerging literature on crisis management in tourism is given to identify the foci of the current academic discourse. More systematic input by human resource management was identified as a way to assist tourism businesses in preparing for and dealing with crises.

Crisis Management in Tourism: Preparing for Recovery ...

The tourism sector has been one of the most highly impacted industries amidst the pandemic. I've wanted to visit my family in Italy for quite some time, and then plan a trip to Bali. To acquaint ...

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.



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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 and how to handle their business in times of crises. Using international up to date case studies this text discusses: \* 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

This research book provides a strategic approach to understanding the nature of tourism crises and disasters highlighting the need for integrated crisis and disaster planning, response and long term recovery strategies. It will be essential reading for tourism academics and students as well as tourism managers and government officials involved in tourism management and marketing.

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

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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.

An important challenge facing tourism is the anticipation of the threat of crises precipitated by natural and people-made catastrophes, and being adequately

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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.

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

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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.

This book presents a simple guide to managing a crises in the travel and tourism industry. Mary Lynch, formerly Chief Executive of the English Tourism Council, examines the impacts of such a crisis - whether it be regional or international - from a practical viewpoint. She then goes on to look at what can be done to minimise those impacts in order to speed recovery.

This is an outstanding book. It offers a comprehensive range of in-depth case studies that looks at past tourism crisis and analyzes the responses made. A must-read book for those in the industry, related associations and the various levels of government as they consider how to pro-actively deal with the potential for future crisis related to tourism. Perry Hobson, Head, School of Tourism and Hospitality Management, Southern Cross University and Editor-in-Chief Journal of Vacation Marketing. Tourism everywhere is vulnerable to changes in public perception.

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When news about an earthquake, a violent conflict or a contagious disease in a distant location hits the television, tourists cancel holidays. The September 11, 2001 terrorist attack against the USA impacted on airlines and tourist destinations worldwide, as did subsequent attacks on tourists. These events highlight the importance of destination crisis management for the global tourism industry. Experienced tourism marketer and trainer, David Beirman, has created a guide to crisis management for tourism operators and offices. He argues that managing public perception is critical to the recovery of a destination after a crisis, and that much depends on providing clear, frequently updated and accurate information. He provides detailed case studies of different types of crises from around the world, with analyses of the strengths and weaknesses of the approach taken by tourism managers. This is an invaluable reference for tourism managers anywhere in the world, and a useful resource for tourism students.

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

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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 re-tooled 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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