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~~on Successfully~~  
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**manage people and be**  
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~~Management~~

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~~Charles on life after the~~

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~~tourism killing Venice?~~

~~BBC News Global~~

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~~‘unprecedented’~~

~~coronavirus hit **How to**~~

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~~Safety \u0026 Crisis~~

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Crisis Management in

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aims to illustrate the

theories and actions that

can be taken to better

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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  
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international terrorism,  
expanding sections such

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*Crisis Management in*

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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

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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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Tourism: Amazon.co.uk:  
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## Crisis

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

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aims to illustrate the  
theories and actions that  
can be taken to better  
understand consumer,

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environmental reaction,  
in order for the  
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international terrorism,  
expanding sections such  
as: \* Terrorism and



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criminal activities \*

Risk perceptions and the  
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*Crisis Management in  
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Book Description An  
important challenge  
facing tourism is the  
anticipation of the threat  
of crises precipitated by  
natural and people-made  
catastrophes, and being

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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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an essential guide to explaining how the tourism industry can prepare and succeed in the face of the effects of crises. Preview this book » What people are saying - Write a review

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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

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Bali, SARS and international terrorism, expanding sections such as:

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Heinemann: Author:

Dirk Glaesser: Edition:

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illustrated, reprint: In

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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.

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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 ...

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\* The first student  
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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

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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

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crises.

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Chapter 1: Introduction

I Learning Objectives 1

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Crises, Causes and

Consequences 3

Characteristics of the

Tourism Industry 6

Vulnerability of the

Tourism Industry to

Crisis 8 Managing

rTourism Crises 9

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Researching Tourism  
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Conclusions 12 Concept  
Definitions 12 Review  
Questions 13 Additional  
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can be taken to better  
understand consumer,

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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

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human resource  
management was  
identified as a way to  
assist tourism

businesses in preparing  
for and dealing with  
crises.

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Tourism: Preparing for  
Recovery ...*

The tourism sector has  
been one of the most  
highly impacted

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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  
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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

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overcome.

Tourism Book

By Gabi

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

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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



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Bali, SARS and  
international terrorism,  
expanding sections such  
as: \* Terrorism and

criminal activities \*

Risk perceptions and the  
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The stakeholder

concepts \* Analysis

methods- visibility of ad  
vantages/disadvantages

of methods \* Marketing  
instruments and best

practices Written by one

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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  
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the face of the effects of  
crises.

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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

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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

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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

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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:

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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



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## Crisis

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

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Management 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

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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

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impacts on the 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

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tourism research with a  
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foundation. It examines  
the principles and  
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context of tourism as a  
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crises arising from

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conditions: natural

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friendly learning  
structure, each chapter  
will assess the presence  
of and tendency towards  
particular types of crisis,  
supported by a series of

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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



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decision making and equipping them with the skills and expertise necessary to deal with crisis conditions.

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

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increase in research in 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,

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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

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with crises in the  
tourism industry.

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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

*Page 60/74*

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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

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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

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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

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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



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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

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Crises is a must-have  
for tourism

professionals,

practitioners, and

academics as they

develop new agendas

for dealing with future

crisis situations.

This is an outstanding

book. It offers a

comprehensive range of

in-depth case studies

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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

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Hospitality Management,  
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Tourism everywhere is  
vulnerable to changes in  
public perception. When  
news about an  
earthquake, a violent  
conflict or a contagious  
disease in a distant  
location hits the  
television, tourists

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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

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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.

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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.

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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



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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

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Management In

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.

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