

Programme: B.Sc in Tourism and Hospitality Operations	Year: First	Semester: Second
Course Code: VOC196	Course Title: Tourism Crisis and Risk Management	
Course Outcomes: After completing this course, students will be able to: * Identify, classify and assess major risks, hazards, crises and disasters affecting tourism destinations, travellers and hospitality organisations. * Apply basic principles of risk prevention, preparedness, emergency response, crisis communication, business continuity and destination recovery in tourism and hospitality contexts. * Develop awareness of emerging risks and promote resilient, safe and sustainable tourism practices through effective stakeholder coordination and responsible crisis management.		
Credits: 3		Value Added Course (VAC)
Max. Marks: 25+75		Min. Passing Marks: 10+25
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-0 P-0		
Unit	Topics	No. of Lectures Total=45
I	Fundamentals of Tourism Crisis and Risk Management: Meaning, Nature, Scope and Importance of Risk Management in Tourism; Concepts of Risk, Hazard, Vulnerability, Crisis and Disaster; Types and Classification of Tourism Risks and Crises; Risk Identification, Assessment and Analysis in Tourism Destinations; Risk Prevention, Mitigation and Preparedness Strategies.	12
II	Tourism Crises and Emergency Management: Natural Disasters and their Impact on Tourism; Man-Made Disasters, Terrorism and Civil Unrest; Health Emergencies, Epidemics and Pandemics in Tourism; Accidents, Transportation Risks and Travel Safety; Emergency Response, Evacuation and Crisis Management Procedures.	11
III	Crisis Communication and Destination Recovery: Crisis Communication and Information Management in Tourism; Role of Government, Tourism Organisations and Emergency Agencies; Media Management, Social Media	11

	and Misinformation During Tourism Crises; Crisis Leadership, Stakeholder Coordination and Decision-Making; Tourism Recovery, Business Continuity and Destination Rebuilding Strategies.	
IV	Contemporary Risks and Resilient Tourism: Climate Change and Environmental Risks to Tourism; Cybersecurity, Data Privacy and Digital Risks in Tourism and Hospitality; Food Safety, Health, Hygiene and Guest Security Risks; Sustainable Tourism, Resilience and Community-Based Risk Management; Tourism Crisis Management Planning, Emerging Risks and Future Challenges.	11
Suggested Readings 1. Faulkner, B. <i>Towards a Framework for Tourism Disaster Management</i>. Tourism Management. 2. Ritchie, B. W. <i>Crisis and Disaster Management for Tourism</i>. Channel View Publications. 3. Ritchie, B. W., Dorrell, H., Miller, D., & Miller, G. A. <i>Crisis Communication and Disaster Management in Tourism</i>. Journal of Travel & Tourism Marketing. 4. Becken, S., & Hay, J. E. <i>Tourism and Climate Change: Risks and Opportunities</i>. Channel View Publications. 5. Mason, P. <i>Tourism Impacts, Planning and Management</i>. Routledge. 6. UN Tourism. <i>Crisis Management in Tourism: Guidance, Reports and Resources</i>. UN Tourism.		

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