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

His research interests include tourism service quality, destination management, crisis management and elephant tourism. Eric's publications include nearly 100 journal articles, book chapters and conference papers. The Elephant Tourism Business is Eric's twentieth authored or edited book. Product details.

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Risk & Crisis Management in Tourism Sector: Recovery from Crisis in the OIC Member Countries 1 EXECUTIVE SUMMARY 1. Tourism Risk and Crisis Management Frameworks Crises are periods of intense uncertainty characterized by unpredictability and loss of control over key functions of systems (Moreira, 2007).

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