



Crisis Management in Tourist Industry, Edited By Christof Pforr, Peter Hosie, Dimitrios P. Stergiou, George M. Agiomirgianakis, and Angeliki N. Menegaki [in Greek]

The book *Crisis Management in Tourist Industry*, Edited by Peter Hosie, Dimitrios Stergiou, George M. Agiomirgianakis, and Angeliki Menegaki [published by Gutenberg, in Greek] serves as a course book aiming to provide the tourist sector's students valuable knowledge about the crises management in the tourism sector. The COVID-19 pandemic highlighted in the hardest way the need for obtaining systematic knowledge and methodology, as tools against situations deviating from regularity and putting in danger human life, as well as the survival of the tourist sector. Tourism is a particularly sensitive sector in crises caused by pandemics, natural hazards, terrorist attacks, wars, and other disturbances. This book is composed of fourteen chapters dealing with various cases of crisis in tourism and their management, concerning international examples and cases. Moreover, it illustrates the framework of crisis management, the importance of the right preparation and proactive strategy towards these situations, along with a vulnerability analysis against the dangers driving crises. Except for students studying tourism, this book can also be useful for those studying business administration, along with professionals and practitioners of tourist and other related sectors.

Christof Pforr is a Professor of Tourism, Hospitality, and Events at the Curtin Business School. He holds a Ph.D. in Political Science from the German University of Tübingen, he has a variety of research interests in tourism and destination management and a rich publication inventory. **Peter Hosie** is a Professor at the University of Wollongong in Dubai (UAE). He has an extensive publication inventory on the subjects of management and industrial psychology. **Dimitrios P. Stergiou** is an Associate Professor and Associate Dean at the School of Social Sciences of the Hellenic Open University and Director of the Master's Program in Tourism Business Management. He has a long teaching experience in undergraduate and postgraduate study programs at Greek and foreign Universities, and an extensive professional experience as a researcher and consultant for tourism businesses and agencies in Greece and abroad. His research work has been published in prestigious scientific journals. **George M. Agiomirgianakis** is a Professor at the Hellenic Mediterranean University, Director of the Tourism Management Study Program of the Hellenic Open University, and Vice-President of the Hellenic Institute of Economics of Education & Lifelong Learning, Research & Innovation. He has taught at several universities in the UK and Cyprus and authored numerous articles, books, and studies in economic analysis and policy. He is an evaluator of study programs

and universities in the EU. **Angeliki N. Menegaki** is an Associate Professor at the Agricultural University of Athens in the Department of Regional & Economic Development. She taught at the Department of Management, Economy and Communication of Tourist and Cultural Units (Amfissa, Phocis), of the former Technological Institute of Central Greece, as well as at other Greek

and foreign institutions. She authored many articles and books on economics, while her scientific interests concern (amongst others) the interactions between tourism and the environment.

The book *Crisis Management in Tourist Industry* is structured into two parts, where the first one (consisting of five chapters) provides a theoretical background, while the second one (consisting of eight chapters) provides representative international case studies and discusses strategies and conclusions. In particular, the table of contents is structured as follows:

1. Preface; Introduction: beating the odds? [Christof Pforr, Peter Hosie]

PART I

2. Crisis management and security: strategize versus improvise in a turbulent environment [Bella Butler]

3. From conception to implementation: towards a crisis management framework [Samir Ranjan Chatterjee, Cecil Arthur Leonard Pearson]

4. Crisis management in tourism: a review of the emergent literature [Christof Pforr].

5. Tourism crisis management, knowledge management, and organisational learning [Deborah Blackman, Brent W. Ritchie]

6. Human resource development: proactive preparation to manage crises [Peter Hosie}

PART II

7. Vulnerability analysis and sustainability in tourism: lessons from Phuket [Alan Nankervis]

8. Terrorism, tourism, well-being and sense of security: the case of Australia [Alfred Michael Dockery]

9. Disaster response and tourism recovery strategies in the Maldives [Jack Carlsen]

10. Training for crises responses: a case study of Chinese medical professionals [Cecil Arthur Leonard Pearson, Samir Ranjan Chatterjee]

11. Precautions against future tsunamis: a case study of Galle district, Sri Lanka [Acushla Felix, Ross K. Dowling, Raguragavan Ganeshasundaram]

12. An exploration of risk management strategies in regional tourism businesses: the case of the Eurobodalla region [Tracey J. Dickson]

13. Crisis and post-crisis tourism destination recovery marketing strategies [David Beirman]

14. Conclusion: beating the odds [Peter Hosie, Christof Pforr]

**Book Review by
Dimitrios TSIOTAS, Assistant Professor – RSI J**