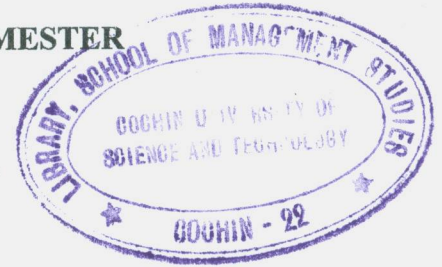


**MBA (TRAVEL AND TOURISM) DEGREE III SEMESTER
EXAMINATION DECEMBER 2013**

SMT 2305 SAFETY AND CRISIS MANAGEMENT



Time: 3 Hours

Maximum Marks : 50

PART A
(Answer *ALL* questions)

(5 x 2 = 10)

- I What is First Aid?
- II What do you understand by diplomatic assistance?
- III Define the concept of crisis management.
- IV What are vulnerability analysis?
- V Define corporate crisis management.

PART B
(Answer *ANY FIVE* questions)

(5 x 4 = 20)

- VI. Illustrate the elements of tourist security.
- VII. Elucidate the terrorism impact on any tourist destinations in India with examples.
- VIII. Discuss the need and significance of risk management.
- IX. What is internal crisis management? How this will help to minimise the impact of a given crisis?
- X. What are the salient features of crisis planning? Explain briefly.
- XI. Explain the basics of fire fighting.
- XII. Discuss the security environment at tourist attractions of Jammu and Kashmir.

PART C
(Answer *ANY TWO* questions)

(2 x 10 = 20)

- XIII. Taking the example of recent floods in Uttarkand state, discuss the learning of the crisis and suggest a master plan for sustainable tourism development in the state.
- XIV. Explain the leadership framework for crisis management in India in detail
- XV. Discuss the approaches and concepts of crisis management with examples.