



MBA(T).III/11.12. 1066

**M.B.A. (TRAVEL AND TOURISM) DEGREE III SEMESTER EXAMINATION  
NOVEMBER 2012**

**SMT 2303 SAFETY, SECURITY AND CRISIS MANAGEMENT IN TRAVEL AND  
TOURISM INDUSTRY**

Time : 3 Hours

Maximum Marks: 50

(5 x 10 = 50)

I. A. Discuss the basic principles involved in fire fighting in travel and tourism industry.

**OR**

B. Explain the major causes of accidents and their remedies.

II. A. Discuss the major challenges faced by Indian travel and tourism industry.

**OR**

B. Narrate the various steps involved in managing an emergency situation in tourism industry.

III. A. Explain the following terms with examples.

- (i) Risk assessment
- (ii) Risk management
- (iii) Risk communication

**OR**

B. Evaluate the role of safety and security management in fostering our tourism industry.

IV. A. Explain the personal and interpersonal skills required for the leaders of security management.

**OR**

B. What is business area impact analysis (BAIA)? Explain its features and importance from the point of Indian Tourism Industry.

V. A. Explain the role of mass media in the management of a crisis situation.

**OR**

B. Discuss the key elements of fire safety policy. What is meant by fire code and what are the components of a fire code?

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