



MBA.T.III/11.980

**MBA (TRAVEL AND TOURISM) DEGREE III SEMESTER EXAMINATION
NOVEMBER 2011**

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

Time: 3 Hours

Maximum Marks: 50

(Answer **ALL** questions)

(5 × 10 = 50)

- I. A. "India is an ideal tourist destination". Comment on the lines of safety and security issues prevalent in India.
OR
B. What is travel insurance? Explain the importance of travel insurance.
- II. A. What is Disaster management? Bring out the differences between Disaster management and Emergency management.
OR
B. What is meant by Crisis management? What precautionary measures should a tourist organization must take in order to minimize the impact of risk?
- III. A. Analyse the tourist safety and security challenges in India.
OR
B. Explain the tourism security process in detail.
- IV. A. Discuss in detail the psychological factors of fear and feelings of security.
OR
B. What you mean by Risk assessment? How risk assessment will help organizations in dealing with crisis?
- V. A. What is Business Area Impact Analysis (BAIA)? How this will help in planning business contingency?
OR
B. Discuss the qualities and skills a leader must possess in dealing with tourists and general public in the event of emergency.
