

# Travel and Tourism Final Exam

## LESSONS 8-14 with correct answers

### 2024

#### ENVIRONMENT

social and physical characteristics - answer-Ambience

Setting

Authenticity

Environmental Perception

Cognitive Map

Landmarks

Images

Geography of tourism

Ambience - answer-Dynamic condition

Understanding the tourism environment helps predict behavior

Affected by people who move in and out of the atmosphere

People adapt and respond to ambience

Setting (smaller subset of the environment) - answer-Behavioral settings must include: People and

Programs- orderly, planned behavior (think of theme park how people

Primary characteristics of setting must include —

- People

- Time and place boundaries

- Active or dynamic

- Self-regulating

often-modified by the phenomena that occurs within it

## CONT +

# Tourism Final Exam 2014

**Robertico Croes, Manuel Rivera**



## **Tourism Final Exam 2014:**

Medical Tourism in Kolkata, Eastern India Anu Rai, 2019-11-04 This book examines the global influence and scope of medical tourism with an emphasis on the city of Kolkata in Eastern India as an emerging destination at the regional scale Through a geographical research perspective the book discusses the importance of the phenomenon of medical tourism including recent trends policies and scale studies to develop sustainable strategies for medical tourism at particular micro destinations In nine chapters readers will become familiar with the multi billion dollar industry of medical tourism and the problems currently associated with medical tourism at multiple scales The trends of medical tourism in and around the city of Kolkata are used to demonstrate the roles of infrastructure and stakeholders in implementing feasible and sustainable medical tourism in an emerging destination The first two chapters of the book provide an introduction to medical tourism and the methodologies of this study Then chapters three through nine focus on medical tourism in the case of Kolkata to discuss the regional applications and developments of medical tourism Topics addressed include medical tourism facilities stakeholders and tourists guest host relationships an assessment of development versus risk and an evaluation of strategies to manage rising medical tourism in Kolkata The concluding chapter discusses future strategies that could be used to implement the potentialities of a metropolitan city as a medical tourism destination based on studies done in Kolkata Readers who will find this work of interest include students practitioners geographers and researchers and policymakers engaged in the medical tourism industry

**The Palgrave Handbook of Dark Tourism Studies** Philip R. Stone, Rudi Hartmann, Tony Seaton, Richard Sharpley, Leanne White, 2018-02-20 This handbook is the definitive reference text for the study of dark tourism the contemporary commodification of death within international visitor economies Shining a light on dark tourism and visitor sites of death or disaster allows us to better understand issues of global tourism mobilities tourist experiences the co creation of touristic meaning and difficult heritage processes and practices Adopting multidisciplinary perspectives from authors representing every continent the book combines real world viewpoints from both industry and the media with conceptual underpinning and offers comprehensive and grounded perspectives of heritage that hurts The handbook adopts a progressive and thematic approach including critical accounts of dark tourism history dark tourism philosophy and theory dark tourism in society and culture dark tourism and heritage landscapes the dark tourist experience and the business of dark tourism The Palgrave Handbook of Dark Tourism Studies will appeal to students and scholars with an interest in aspects of memorialisation and morality in sociology death studies history geography cultural studies philosophy psychology business management museology and heritage tourism studies politics religious studies and anthropology

Knowledge, Service, Tourism & Hospitality Ford Lumban Gaol, Fonny Hutagalung, Abd Razak Zakaria, Zuwati Binti Hasim, 2016-04-05 This proceedings volume contains papers presented at the 2015 International Conference on Management and Technology in Knowledge Service Tourism Hospitality SERVE 2015 covering a wide range of topics in the fields of knowledge and service

management web intelligence tourism and hospitality This overview of current state of affair     Mountain Tourism Harold Richins,John Hull,2016-02-19 Mountains have long held an appeal for people around the world This book focusses on the diversity of perspectives interaction and role of tourism within these areas Providing a vital update to the current literature it considers the interdisciplinary context of communities the creation of mountain tourism experiences and the impacts tourism has on these environments Including authors from Europe Asia Pacific and North America the development planning and governance issues are also covered     **Routledge Handbook of Tourism and Hospitality Development in Vietnam**

Tuyen Dai Quang,Tan Vo-Thanh,2025-03-27 Written from a range of disciplinary perspectives including local Vietnamese scientists and practitioners the book offers valuable insights into the challenges opportunities and local realities of the tourism and hospitality industries Through its six sections covering various topics such as destination development and marketing sustainable practices customer experience and satisfaction community engagement and development workforce development and education and technology and innovation the book provides a deep dive into the dynamics of Vietnam s tourism and hospitality landscape It explores emerging trends transformative experiences and policy recommendations for sustainable growth This book bridges a significant gap in the literature on Vietnamese tourism and hospitality offering insights relevant to anyone interested in the future of these industries in emerging destinations beyond this region This volume will be an invaluable resource for practitioners policymakers scholars researchers and students of tourism and hospitality     *Future of Tourism Marketing* Seongseop (Sam) Kim,Dan Wang,2021-06-14 Marketing in the tourism and hospitality industry has transformed with the development of digital marketing tools and the evolution of social culture Recently the advent of new technologies such as smartphones artificial intelligence virtual reality robots and new GIS systems has created more possibilities for marketing innovations Advancements in information technology are leading to changes in business processes service standards and management mindsets Meanwhile consumers are also adapting to the new marketing paradigm Researchers are interested in studying this newly emerging and unpredictable business environment customer decision making new management tactics and business analytic strategies Future of Tourism Marketing aims to assess the role of modern technologies in marketing tourism destinations and their effects on potential visitors This book will provide an update on research into the new marketing paradigm that is developing as a result of new technologies in a post modern era The chapters in this book were originally published in Journal of Travel Tourism Marketing

**Tourism, Public Transport and Sustainable Mobility** C. Michael Hall,Diem-Trinh Le-Klähn,Yael Ram,2017-02-03 This book offers a comprehensive global examination of the relationship between public transport and tourism as well as exploring other sustainable transport modes It offers a unique view by analysing tourism through the public transport lens and vice versa The volume provides an account of how the public transport experience can be improved for tourists so that its value can be maximised and a greater number of people can be encouraged to shift modes It features a wide range of case

studies and examples showing how the tourism industry as well as regional economies communities and the environment benefit when public transport is widely used by tourists The book will be of interest to researchers and students in the fields of tourism and transport as well as destination marketing organisations and tourism transport and urban planners

**Tourism and Humour** Philip L. Pearce, Anja Pabel, 2015 This book is dedicated to the advancement of knowledge about humour in all kinds of tourism settings It discusses the many ways in which humour can occur during tourism exchanges including guided tours tourism marketing and promotion and travel narratives Other themes include the role of humour in enhancing the tourist experience the benefits of tourism humour considerations of when humour may appear inappropriate in tourism settings and the development of tourism humour theory The work includes much original material collected by the authors The book will be of interest to undergraduate and postgraduate students researchers of tourism as well as humour scholars from other disciplines

**Cultural Tourism** Hilary du Cros, Bob McKercher, 2020-04-19 Cultural Tourism remains the only book to bridge the gap between cultural tourism and cultural and heritage management The first edition illustrated how heritage and tourism goals can be integrated in a management and marketing framework to produce sustainable cultural tourism The current edition takes this further to base the discussion of cultural tourism in the theory and practice of cultural and heritage management CM and CHM under the understanding that for tourism to thrive a balanced approach to the resource base it uses must be maintained An umbrella approach to cultural tourism represents a unique feature of the book proposing solutions to achieve an optimal outcome for all sectors Reflecting the many important developments in the field this new edition has been completely revised and updated in the following ways New content on increasingly relevant topics including sustainability climate change the threat of de globalization overtourism and social media New sections on experience creation accessibility and inclusivity as well as expanded material on creative industries and new management challenges New international case studies and tried and tested assignment exercises have been added to every chapter Written by experts in both tourism and cultural heritage management this book will enable professionals and students to gain a better understanding of their own and each other's roles in achieving sustainable cultural tourism It provides a blueprint for producing top quality long term cultural tourism products

Tourism and Foreign Direct Investment H. Cristina Jönsson, 2022-03-02 This is the first volume to examine and shed significant light on the issues challenges and prospects presented by foreign direct investment FDI in tourism a topic of increasing relevance in light of the COVID 19 pandemic and economic consequences This book addresses the need to examine the TFDI phenomenon considering resilient tourism development approaches and includes discussion on impacts of a rapidly evolving global pandemic on tourism Recognising that its impact on tourism has only just begun the book includes early estimates of the damage to the tourism economy and TFDI over 2020 and beyond It considers how the COVID 19 pandemic may change society the economy and tourism and how some of the key research needs to understand these changes and contribute to a more sustainable post pandemic tourism

sector Through a collection of chapters focusing on principles practices and a diverse range of destination case studies the book considers TFDI from the economic social and environmental and regulatory perspectives Thus the book will advance understanding of the positive and negative impacts of TFDI as well as how emerging problems and wider implications for local economies and communities can be managed more sustainably while also discussing the transformative opportunities offered by TFDI regarding key economic social and environmental issues This will be essential reading for upper level students and researchers in the field of tourism development

**Handbook on Heritage, Sustainable Tourism and Digital Media** De Ascaniis, Silvia, Cantoni, Lorenzo, 2022-02-04 Exploring the impact of the rise of digital media over the last few decades this timely Handbook highlights the major role it plays in preserving and protecting heritage as well as its ability to promote and support sustainable tourism at heritage sites Particularly relevant at this time due to the diffusion of smartphones and use of social media chapters look at the experience and expectation of being always on and how this interacts with heritage and tourism

*Culture and Cultures in Tourism* Andres Artal-Tur, Metin Kozak, 2020-06-29 According to the World Tourism Organization UNWTO international tourists engaging in cultural activities accounted for more than 500 million of international tourist numbers in 2017 City tourism relies on culture as a major product providing benefits not only for interested visitors but also for the local resident population New trends in tourism include experiential tourism where the interactions between tourists and residents become a key part of the tourism experience and overall customer satisfaction New technologies and IT applications allow tourists to design their own trip given the presence of global companies like Trip Advisor Booking com and AirBnB This comprehensive volume explores new trends in cultural tourism demonstrating how and why culture has become a central factor in tourism The authors analyse a wide range of relevant issues including how heritage based and cultural tourism could contribute to the sustainability of destinations the increase of religious travels to and within Arab countries and how cultural tourism fosters understanding among people and cultures and could even potentially help to consolidate peace at a regional level The book also analyses interactions between hosts the local residents and guests the cultural visitors revisiting the pioneer hippy travelling experiences in Turkey of the 1960s and how they shaped youth culture This book will be of great interest to students and researchers of cultural tourism The chapters were originally published in the journal Anatolia

Religious Tourism Tzung-Cheng (TC) Huan, Anestis K. Fotiadis, Nikolaos (Niko) Stylos, 2024-12-16 This book traces the evolving landscape of religious travel ranging from the responses of the tourism industry to Muslim travellers to the emergence of halal tourism trends Part I of the book examines the dynamics between religion and tourism including the commodification of heritage and the symbiotic relationship between religion and economics Part II delves into emerging trends and contemporary challenges such as the impact of COVID 19 on sacred journeys and the integration of virtual reality into religious tourism experiences The final part of the book explores diverse religious tourism experiences from Islamic tourism to Jewish pilgrimages providing a rich tapestry of insights into this

fascinating aspect of travel Whether examining the commodification of religious heritage or delving into the motivations behind Sikh pilgrimage this volume provides a comprehensive overview of the industry dynamics emerging trends and contemporary issues shaping religious tourism today Engaging and enlightening Religious Tourism Industry Dynamics Emerging Trends and Contemporary Issues is essential reading for scholars practitioners and enthusiasts seeking a deeper understanding of this fascinating intersection of faith and travel The chapters in this book were originally published in Tourism Recreation Research Contemporary Tourism Chris Cooper,C Michael Hall,2016-02-29 Now in its third edition this text presents a new and refreshing approach to the study of tourism This new edition now includes coverage of researching social media crowd sourced strategies the millennial tourist generation and green growth and sustainable tourism *Poverty Alleviation Through Tourism Development* Robertico Croes,Manuel Rivera,2015-12-23 The book offers a comprehensive and integrated approach to the topic of tourism development and its contribution to the fight against poverty Tourism development is credited to be a powerful source of regional development and improvement in developing countries and the focus of the book is on the world s poorest areas and how tourism connects to **Managing Resilience, Sustainability, and Networks of Tourism Enterprises in the New Global Economic Order** Anna Ujwary-Gil,Diana Dryglas,Anna Lis,2024-01-01 The role of resilience in explaining hotel growth A fuzzy set QCA approach PURPOSE Due to the detrimental effects of the recent pandemic on the hotel sector hotel resilience research and its impact on hotel recovery have received lots of academic attention However a sustainable perspective on hotel resilience as an approach for investigating its impact on long term hotel growth has been largely overlooked in the hospitality resilience literature Therefore this paper aims to address the research gap by identifying the configuration of factors that constitute sustainable hotel resilience leading to the growth of selected hotels operating in Poland METHODOLOGY Data for analysis were obtained from surveys conducted with 120 managers of one and two star hotels A fuzzy set qualitative comparative analysis fsQCA was chosen to achieve the goal which belongs to the group of configurational analysis methods FINDINGS Due to the asymmetric nature of the method the analysis reveals configurations of factors leading to high hotel growth and those leading to low growth In both cases two such factor configurations were obtained For high levels of hotel growth it was found that maintaining a high level of three factors simultaneously namely employee resilience CSR activities and leadership resilience or CSR activities team resilience and leadership resilience provided sufficient conditions For low levels of growth fsQCA indicated sufficient conditions in the form of a low level of CSR activities and leadership resilience or a low level of employee resilience and team resilience These findings emphasize the role of combining different factors to improve hotel growth IMPLICATIONS The research contributes to the literature on resilience in the hospitality industry by developing a new theoretical perspective on the complex nature of combinations of factors that contribute to sustainable hotel resilience leading to both high and low growth The research results also provide significant implications for entrepreneurs and managers indicating the role of

different combinations of factors in determining hotel growth ORIGINALITY AND VALUE The knowledge regarding sustainable hotel resilience is still insufficient The study identified the best combinations of factors both internal and external that constitute sustainable hotel resilience which may be vital for hotel growth Keywords hotel resilience CSR activities employee resilience leadership resilience team resilience financial resilience hotel growth Poland fsQCA Exploring resilience of the hotel industry using the example of Polish regions The case of COVID 19 pandemic PURPOSE This study explores the relationship between the resilience of the hotel industry an underdeveloped concept and the factors that support the development of this industry It examines whether the resilience of the hotel industry varies regionally and whether it is influenced either by the characteristics of the hotel industry or by regional economic conditions The study focuses on the COVID 19 pandemic which particularly hit the hotel industry METHODOLOGY The clustering method is used to identify regions in Poland with similar pre pandemic hotel industry development are identified Secondly Potthoff s analysis and Kruskal Wallis tests with Dunn s tests are used respectively to identify variations in the resilience responses of the industry in different regions and to examine the antecedents of these variations FINDINGS The data collected indicate variations between clusters in terms of resilience response Not all factors that support the development of the hotel industry in a particular region are equally conducive to its resilience Our study shows that the pandemic was not an isolated or unique event but rather a catalyst that brought long standing issues for the hotel and tourism sector IMPLICATIONS FOR THEORY AND PRACTICE This study contributes to the development of resilience theory by providing evidence based arguments for separating the domains of resilience and development and for a more granular exploration of the trade offs between them From the perspective of the hotel industry insights into narrowly channeled agglomeration externalities during a crisis could inform strategic decisions regarding the location of hotel investments the value proposition created and business model diversification Therefore there is a need for more resilient crisis management strategies that can be applied across the tourism sector These strategies should encompass effective supply chain management and a robust framework for labor security ORIGINALITY AND VALUE The findings suggest that hotel industry development factors which include both industry characteristics and regionally shaped economic conditions provide mixed support for the resilience of this industry The study revealed clear tensions between development and resilience impacts by highlighting existing trade offs Focusing attention on trade off tensions advances both the conceptual validity and application potential Although the present study was defined for the specific circumstances of the hotel industry this approach can be replicated in different industries that are components of the supply chain of the tourism market and its value chain Keywords hotel industry resilience multidimensionality pandemic regional conditions COVID 19 Assessing sustainable practices and managerial approaches in the hotel industry A comparative case study PURPOSE The study is comparative comparing sustainable practices and approaches in two hotels to better understand different management approaches The study s design provides valuable insights into the topic of



sustainability practices in the hotel industry and the results are analyzed and discussed in the context of existing academic knowledge on the issue

**METHODOLOGY** The goal of the selection process was to find information rich cases After conducting initial online research two four star hotels in the same regional capital city in the Czech Republic were intentionally chosen These hotels are direct competitors and have very similar target customers To collect data the authors conducted two separate semi structured in depth interviews with the CEOs of both hotels as well as observations in both establishments and additional interviews with staff The interview protocol which is innovative and newly assembled was added to ensure the case study s reliability and enable future comparisons A comprehensive criterion table methodically presents the research outcomes

**FINDINGS** Besides the list of sustainability practices applied in the hotels under study the authors described two distinct management approaches The first approach takes a broad perspective considering all aspects of sustainability and incorporating it as a fundamental part of the company s vision In contrast the second approach focuses narrowly on cost savings and profit generation The form of business is the critical factor responsible for the difference in managerial approach Interestingly the study suggested that hotels belonging to large chains and stock companies may be more compelled to adopt sustainability practices and may have more established sustainability programs than independent hotels

**IMPLICATIONS** In light of previous literature the findings of this case study provide valuable theoretical contributions to managerial approaches to sustainability programmes sustainability reporting transparency and more Additionally the newly assembled interview protocol is an innovative and important foundation for future research The study also uncovers significant new barriers to the adoption of sustainability practices From a managerial perspective this study offers a comprehensive overview of hotels sustainability practices and serves as a practical list of potential sustainable practices for hotels to consider Finally the conclusion provides suggestions for future research that can further advance sustainable practices in the hotel industry

**ORIGINALITY AND VALUE** The study s significance stems from a thorough analysis of prior literature and conducting additional research in a new setting providing a unique perspective on the topic of hotel sustainability within a specific area The case study approach allowed for an in depth examination of the selected cases with attention to detail The methodology and public interview protocol offer the potential for comparable studies in other regions to be conducted and compared in the future

**Keywords** sustainability sustainable development practices hotel industry hospitality industry tourism management Linking employee voice to service recovery performance in the hotel sector The mediating role of tacit knowledge sharing and employee innovation

**PURPOSE** In reality service failures are inevitable However poor service recovery can decrease customer trust and exacerbate customer dissatisfaction Previous studies have focused on service failure types reasons for failure and successful recovery actions from the customers perspective Accordingly this study aims to present a different view by investigating the factors that could improve hotel recovery performance from the employees perspective Therefore a model was developed to study the influence of employees voice tacit

knowledge sharing and employee innovation on service recovery performance

**METHODOLOGY** This quantitative study used an online survey to gather data from employees in the hotel industry in Jordan. A total of 214 valid responses were obtained. Participants were targeted randomly mainly through Facebook groups for hotel employees. PLS SEM Partial Least Squares Structural Equation Modeling was employed in this research to analyze the data using Smart PLS 3 software.

**FINDINGS** The results indicated that employee voice is positively associated with tacit knowledge sharing. Furthermore, it was found that tacit knowledge sharing is positively related to employee innovation. The findings demonstrated that tacit knowledge plays a partial mediating role in the association between employee voice and employee innovation. Additionally, it was discovered that employee innovation has a positive association with service recovery performance. Finally, the results indicate that employee innovation partially mediates the relationship between tacit knowledge and service recovery performance.

**IMPLICATIONS** Hoteliers are suggested to create a supportive work climate where employees can express their thoughts, ideas, and concerns without fear of retribution. Furthermore, hotel managers are advised to establish clear expectations for employees regarding the significance of their opinions and insights and recognize and reward innovative ideas that can hopefully enhance hotels' performance.

**ORIGINALITY AND VALUE** This research provides new insights and contributes to the understanding of the role of employee voice, tacit knowledge sharing, and employee innovation in enhancing service recovery performance, particularly in a context that has received little attention from researchers, which is the hotel sector and in a developing country, Jordan. Compared to past studies, this study offers a model that demonstrates how to leverage service recovery efforts in hotels by illustrating structured relationships between employee voice and service recovery performance through the mediation of tacit knowledge sharing and employee innovation.

**Keywords:** employee voice, service recovery performance, employee innovation, tacit knowledge sharing, hotels, Jordan, hotel sector, quantitative research, Structural Equation Modeling.

**Turning crisis into chances: Tourism entrepreneurs' timing strategies amidst emergencies**

**PURPOSE** Nowadays, enterprises operate in a very turbulent environment characterized by frequent significant and often unpredictable changes. Such conditions, including crises, force enterprises to take quick actions to adapt to changing conditions. The aim of the paper is to identify chances and timing strategies used by tourism entrepreneurs in conditions of large-scale emergencies such as COVID-19 and show how they can serve organizational resilience.

**METHODOLOGY** Qualitative research was conducted in the form of 12 individual in-depth interviews and 4 focus group interviews with 22 representatives of selected industries in the tourism sector. The concept of chance management and timing strategies is used to present how, according to our interviewees, changes in the environment caused by the pandemic contributed to the survival and development of their entities in the tourism market.

**FINDINGS** The research findings showed that changes caused by the pandemic allowed entities to identify several chances. These chances mainly concerned the introduction of changes to the offer, accelerating previously planned changes, and enabling the introduction of unplanned changes. Moreover, they provided the chances to use

held digital competences and time to think about the company's development strategy as well as establishing and developing relationships with stakeholders. Additionally, our research identified four timing strategies used by tourism entrepreneurs in the time of crisis: i.e. chance grasping strategy, chance entraining strategy, chance riding strategy, and chance creating strategy.

**IMPLICATIONS** Tourism enterprises are highly exposed to operating in crisis conditions. Therefore, chance management can be very useful in their activity, and our research findings can be also useful regarding its theoretical and practical implications. From the theoretical point of view, we show how the concept of chance management in particular timing strategies can be useful for analyzing the reactions of tourism entrepreneurs to changes in times of crisis and taking advantage of opportunities arising from crisis situations. From a practical point of view, we show what strategies depending on entrepreneurs' subjective assessment of the current and future conditions for implementing changes can serve organizational resilience in times of crisis.

**ORIGINALITY AND VALUE** This paper fills a research gap related to the use of the concepts of chance management and timing strategies from the perspective of tourist enterprises' resilience, previously not used in this context and to a limited extent used in the general management literature so far.

**Keywords** chance management, tourism timing strategies, opportunities, large scale emergency, COVID-19 pandemic. The potential of accessible tourism for sustainable development of local communities in northern Pakistan.

**PURPOSE** Accessible tourism holds significant importance for local communities as it is a cornerstone for fostering inclusivity and equal participation in the tourism industry. Recognizing the growing global emphasis on inclusivity, especially for individuals with diverse needs, this research aims to explore the multifaceted impacts of accessible tourism on the sustainable development of local communities in the northern areas of Pakistan. Additionally, the study assesses the moderating role of destination image between accessible tourism dimensions and the sustainable development of local communities. Given that destinations heavily rely on tourism to fulfill their socio-economic needs, it becomes imperative to evaluate the potential transformative impact of accessible tourism on their sustainable development.

**METHODOLOGY** A self-administered survey was completed using a two-stage sampling approach with 321 tourists and 321 local residents from five tourist destinations in northern Pakistan. Subsequently, the collected data were analyzed using Structural Equation Modeling (SEM) to test the proposed hypotheses.

**FINDINGS** The results show the significance of all four dimensions of accessible tourism: accessible core resources and attractors, accessible supporting factors and resources, accessible qualifying and amplifying determinants, and destination planning and management in the sustainable development of local communities. The moderation assessment further confirms that destination image strengthens the relationship between accessible core resources and attractors contributing to the sustainable development of local communities. However, destination image was found to have a negative moderating effect between accessible qualifying and amplifying determinants and the sustainable development of local communities.

**IMPLICATIONS** Empirical findings offer fresh insights for destination planners and policymakers in the tourism industry.

These insights pertain to the effective utilization of accessible tourism practices which can significantly contribute to the sustainable development of destinations. Additionally, tourism businesses can leverage the research to attract a broader segment of tourists, increase profitability, and enhance tourist satisfaction by implementing accessible practices and services. Understanding the moderating role of destination image can further guide them in crafting responsible tourism narratives that resonate with diverse travelers.

**ORIGINALITY AND VALUE** The study marks an initial attempt to explain how destinations, particularly those heavily reliant on tourism, can strategically leverage accessible tourism as a crucial factor in fostering sustainable community development.

**Keywords:** accessible tourism, sustainable development, local communities, northern Pakistan, inclusivity in tourism, destination image, structural equation modeling, tourism policy, community development, tourist satisfaction.

**Tourism in Changing Natural Environments** Natalie Ooi, Esther A. Duke, Joseph O'Leary, 2020-05-21. Natural environments and the human interactions that occur within are continuously changing and evolving. This comprehensive volume explores how the impacts of climate change, natural and man-made disasters, economic instability, and other macro environmental factors can have profound implications for local and global economies, fragile ecosystems, and human cultures and livelihoods. The authors examine the numerous ways in which changes in the natural environment impact tourism and how the tourism industry is responding and adapting to such changes in both developed and developing regions. Through the various case studies that examine human interaction within what are often fragile ecosystems, this book makes it clear that while adaptation can be passive in nature, it can and should be much more proactive with individuals and organizations seeking improved knowledge and learning. Such actions will contribute to greater resilience within the tourism industry, whether in response to climate change and its subsequent impacts or an increasing scarcity of the natural resources upon which tourism relies. This book was originally published as a special issue of the journal *Tourism Geographies*.

**Exploring non-human work in tourism** Jillian M. Rickly, Carol Kline, 2021-02-22. Critical animal studies is increasingly interfacing with tourism research in an effort to shed light on the various ways animals are incorporated into touristic experience. *Exploring non-human work in tourism: From beasts of burden to animal ambassadors* builds upon the theoretical connections of animal ethics, agency, and welfare as it foregrounds specifically the work that animals perform in the industry. While some types of animal labor are more readily identified, readers of this volume may be surprised by how many forms of animal labor are overlooked. Taking a widely international perspective with cases from the Arctic, China, Costa Rica, China, Finland, Greece, Mexico, New Zealand, and the United Kingdom, this volume offers readers diverse scenarios of animals working. The book is arranged along three themes of work. Performative work focuses on the animals whose performances are front and center of tourists' motivations and experiences. Value-added work turns attention to the co-working relationships of animals, while the political work of animals as ambassadors and icons is examined within the chapters on hidden labor. Additionally, the book makes theoretical considerations of the implications of positioning

animals as workers and offers reflections on ways this focus on working animals extends current scholarship in the field

**Corporate Sustainability and Responsibility in Tourism** Dagmar Lund-Durlacher, Valentina Dinica, Dirk Reiser, Matthias S. Fifka, 2019-05-03 This book offers essential insights into how the world's second largest industry tourism is responding to challenges involved in expanding the corporate social responsibility CSR concept to corporate sustainability and responsibility referred to as CSR 2.0 It analyzes the typical setup of tourism with various types of commercial agents corporations small and medium sized enterprises public private partnerships social enterprises and local cooperatives In addition the book examines a broad range of voluntary initiatives the effectiveness of these efforts and how contextual and wider policy features shape these relationships The book is divided into three parts the first of which elaborates on strategic drivers and rationales for CSR In turn the second part introduces readers to design approaches for CSR programs and envisaged impacts while part three focuses on implementation certification reporting and possible outcomes Each part offers a mixture of theoretical perspectives synthesis analyses and case studies The respective chapters tackle a broad spectrum of tourism sub sectors e.g. the cruise industry aviation gastronomy nature based tourism and urban destinations

[Air Transport – A Tourism Perspective](#) Anne Graham, Frederic Dobruszkes, 2019-02-11 Air Transport A Tourism Perspective provides rigorous insights into the current complexities synergies and conflicts within air transportation and tourism presenting a balanced comprehensive contemporary and global analysis that thoroughly examines the links between theory and practice The book offers readers a multi sector global perspective on the practical implications of the link between air transport and tourism By using a novel approach it systematically explores the successive stages of a tourist's trip investigating reasons for flying the airport experience airline industry structures competition and regulation and air transportation and destination interrelationships In addition the book explores current and salient debates on such issues as the influence of traveling to visit friends and family the role of charters versus low cost carriers public subsidies to support airport development and much more Presents insights from an international team of expert contributors with proven research and publication experience in their specialty area Includes cutting edge analyses based on original research that identifies emerging research directions and policy and managerial implications Utilizes a multidisciplinary approach to fully explore theoretical and policy concepts and their effect on air transportation and tourism development Provides case studies from around the globe in each chapter

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### **Tourism Final Exam 2014 Introduction**

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