## **Contents**

Zahed Ghaderi and Alexandros Paraskevas

1 Introduction --- 1

Zahed Ghaderi, Ahmad Puad Mat Som, and Jia Wang

2 Organizational learning in tourism crisis management: An experience from Malaysia — 7

Alexandros Paraskevas, Levent Altinay, Jacqueline McLean, and Chris Cooper

3 Crisis knowledge in tourism: Types, flows, and governance — 31

Christos Kakarougkas and Theodoros Stavrinoudis

4 COVID-19 impact on the human aspect of organizational culture and learning: The case of the Greek hospitality industry — 49

Alexandros Paraskevas

5 Learning from a cascading crisis: A framework for crisis learning stewardship — 73

Ron Fisher, Mark Francis, and Claire Haven-Tang

6 An organizational learning model for crisis management in tourism and hospitality —— 91

Sarasadat Makian and Mohammad Nematpour

7 Foresight thinking and organizational learning: Scenario planning as a DMO crisis management tool — 107

**Juan Manuel Tello Contreras** 

8 Barriers to organizational learning: The case of Mexico and COVID-19 —— 119

Wendy Chepkemei Rop

9 Institutionalization of organizational learning frameworks in tourism crisis management —— 135

Ivan Sikora

10 Crisis and organizational learning: The hidden links between aviation and hospitality industry —— 151



Mehmet Ertas and Burçin Kırlar-Can

11 Crisis management and organizational learning: The case of Denizli's hotels —— 169

Alfonso Vargas-Sánchez and Diego Rodríguez-Toubes

12 Revisiting tourism crisis management practice: Learning from COVID-19 in Spain —— 189

Bingjie Liu-Lastres, Alexa Bufkin, and Hany Kim

13 Crisis communication and organizational learning: A case study of the 2010 New York city bed bug crisis —— 205

Zahed Ghaderi, Ian Patterson, Ahmad Puad Mat Som, and Zahra Behboodi

14 Tourism supply chain knowledge management in the pandemic era --- 219

Alexandros Paraskevas

15 Conclusion —— 235

Contributors — 241

Index --- 245