



**HKUSPACE**

香港大學專業進修學院  
HKU School of Professional and Continuing Education

# Risk and Crisis Management Workshop for Tourism, Hospitality and Events Professionals

The University of Hong Kong  
School of Professional and Continuing Education  
College of Business and Finance

<http://hkuspace.hku.hk/cbf/>

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## WORKSHOP DESCRIPTION

The tourism, hospitality and events industries are rapidly developing and making a significant economic contribution to the community. Customers' safety and security is of paramount importance and critical to the overall branding, credibility and sustainability of the business operations. The concept of 'risk and crisis management' is therefore an increasingly important topic for all service operators and managers to acquire and practise in today's world.

This intensive 6-hour workshop is highly practical since it is specially designed for middle and senior level operators and managers involved with management of risks and crisis particularly in the tourism, hospitality and events industry. This workshop translates into solid risk and crisis management understanding that goes beyond the theoretical framework and plan that you can read on books! This workshop will give you tools and techniques you can use immediately in your own operations and uses a variety of methods including case studies from the tourism, hospitality and events industries to allow you to understand how to effectively utilize the organization resources before a risk or crisis occurs! More importantly, this workshop not only provides you a truly international perspective with lots of case studies worldwide, you will also acquire knowledge and skills that could be applied in a Hong Kong context!

Our trainer, Mrs. Lai Wong Yuen Lee, has a successful track record of providing effective and practical training to operators and managers of both public and private sectors in both Hong Kong and Mainland. Capitalizing on her international risk and crisis management knowledge and real-life experience, she will share a lot of case studies in tourism, hospitality and events industry with particular focus on Hong Kong. Good practices will be shared to help you identify and mitigate your risks in the daily business operation and management, including but not limited to cases like food poisoning, evacuation, crowd control, public assembly, fire drill and exercise.



## WORKSHOP CONTENT

Practical understanding of:

- Role of risk and crisis management for tourism, hospitality and event industries in 21<sup>st</sup> Century
- Risk and crisis management process and plan
- Risk assessment: identification and analysis of risks
- Tools and techniques for effective risk management
- Loss prevention: Importance of contingency planning
- Preparation of a contingency plan
- Implementation of a contingency plan
- Preparation for management team to risk and crisis management in Hong Kong



# WHO SHOULD ATTEND?

Middle and senior level managers with responsibilities such as service management, operation management, and facility management seeking to grasp the essentials of risk and crisis management.

Tourism, hospitality and events professionals who wish to update their knowledge of best and evolving practice.

# TRAINER PROFILE



## Trainer – Mrs. Lai Wong Yuen Lee

Yuen Lee has over 30 years of experience in venue management. She has served in the Housing Department and thereafter the Leisure and Cultural Services Department of the Hong Kong Government with her last 9 years of the service working as the Manager of the Hong Kong Stadium. Yuen lee has been sent by the government to attend trainings on Crowd, Counter Terrorism and Crisis Management in Australia and the United States.

Yuen Lee retired from the government since 2007, she has served in the Equestrian Events Company of the Beijing 2008, Hong Kong East Asian Games, Guangzhou Asian Games, Asian Beach Games in Oman and the Singapore Youth Olympics.

In the recent years, Yuen Lee has taken up teaching post in university and business conference both in Hong Kong and Mainland sharing her experiences in event and crisis management apart from working as a consultant in emergency management for facilities in both Hong Kong and Mainland China.



# DETAILS OF THE WORKSHOPS:

Contact Hours	6 hours
Medium of Instruction:	English supplemented with Cantonese
Duration of Programme:	One full day intensive workshop or two weekday evenings
Tuition Fee:	\$2,800

A Certificate of Attendance will be issued by HKU SPACE to participants with 75% or more attendance.

## ENROLMENT METHOD

### 1. Online Application

Step 1: Complete the online application form

Click the icon on the top right hand corner of the course webpage. Follow the instructions to fill in the online application form.

Step 2: Make Online Payment

Pay the course fees by using Credit Card Online Payment - Course fees can be paid by VISA or MasterCard via a secure online payment gateway for all first-come, first-served courses.

### 2. In Person / Mail

· Complete the Application for Enrolment Form SF26 and bring or post the completed form(s), together with the appropriate application/course fee(s) and any required supporting documents to any of the HKU SPACE enrolment centres.

### Notes

- Admission is on a first-come, first-served basis. Enrolment will be confirmed once you have made the payment online. You will receive a payment confirmation after payment has been made successfully. You are advised to keep your payment confirmation for future enquiries.
- Programme fees are subjected to change without prior notice.
- Fees paid are not refundable except as statutorily provided or under very exceptional circumstances.

## ENQUIRY

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