

# Hospitality Crisis Management Outline

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name/Company Name]

**Subject: Crisis Management Plan for [Crisis Situation]**

## 1. Introduction

Brief overview of the situation and the purpose of this letter.

## 2. Crisis Identification

Description of the crisis event.

## 3. Stakeholder Communication

Details on how we will communicate with stakeholders, including staff, guests, and vendors.

## 4. Action Plan

Steps to mitigate the effects of the crisis, including immediate actions and long-term strategies.

## 5. Support Resources

Information on resources available to staff and guests during the crisis.

## 6. Follow-Up and Review

Outline the process for reviewing the crisis management efforts post-crisis.

## 7. Conclusion

Reassurance to stakeholders and commitment to safety and service.

## Contact Information

[Your Name]

[Your Position]

[Your Company Name]

[Phone Number]  
[Email Address]