

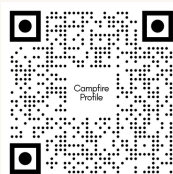


CERTIFIED TOUR DIRECTOR

**MICHELLE
PATZLAFF**

CONTACT INFO

- 📞 612.888.6874
- ✉ TourProMichelle@gmail.com
- 📍 Minneapolis, MN
- ✈ MSP
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INDUSTRY CERTIFICATIONS

- 2016 IGA
- 2013 The Travel Academy
- 1988 Kelor Travel Academy

PROFESSIONAL LICENCES

- Washington DC Tour Guide

HONORS

- 2012 Recruiter Of The Year
- 2018 Super Bowl NFL Fans First Exceptional Service Award

INTERESTS/HOBBIES/TRIVIA

- Skydiver
- Archer
- Photographer
- Archeologist
- Flâneuse
- Travel and mystery writer
- Inveterate reader
- Heritage preservationist
- Anglophile

Tour Director/Tour Guide/Cruise Director

- **Student Tours** - 9 years with major operators
- **Adult Tours** - 7 years with budget and mid-range operators
- **Tour Guide** - 7 years local and step-on
- **Cruise Director** - 1 year with major US river operator

Additional Industry Experience

- Tour Coordinator
- Manager, Cruise Line Land Operations Team
- Tour Guide Trainer
- Instructor of Travel, Hospitality, Event Planning
- Adjunct Travel Agent Instructor
- Travel Consultant
- Tour/Experiences Designer
- Graduate School Teaching Assistant, History Department
- Language Travel Campus Activity Manager
- Airport Ground Station Agent

Destination/Itinerary Knowledge

- Washington DC, New York City, Boston, Philadelphia
- Civil War Battlefields, Jamestown, Williamsburg
- New England Fall Foliage, Eastern Canada, Historic South
- Minneapolis-Saint Paul
- London, Reykjavik, Ireland
- Rome, Florence, Milan

Academic Background

University of South Dakota

- MA, History, 2003 - completed 29 credits toward degree

South Dakota State University

- BA, History (honors), 1995 - Minors in German, Geography