



MICHELLE PATZLAFF, CITM

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+1 612.888.6874
Minneapolis, MN (MSP)

International Guide Academy (IGA) Certified Tour Director & Tour Guide
Washington DC Licensed Guide #TGL12603

Available for all assignments including last-minute

Tour Director
2017 – present

Student Tours

EF Explore America

Adult Tours

Destination America (Costsaver, Trafalgar)

Cruise Director
2013

Adult Cruises

American Cruise Lines

Local Guide
2018 – present

Experience the Twin Cities

Minneapolis, St Paul

Other Travel Industry
1989 – present

Experience the Twin Cities, Minneapolis, MN

Assistant Tour Coordinator

Minneapolis Business College, Roseville, MN

Instructor of Travel, Hospitality, Event Planning

EF Language Travel, Boston, MA

Activity Manager

The Travel Academy, Eagan, MN

Adjunct Travel Agent Instructor

Hellenic Adventures, Minneapolis, MN

Travel Consultant

British Booking Center, St Paul, MN

Travel Consultant / Tour Designer

AAA Travel, Vermillion, SD

Travel Consultant

Carlson Wagonlit Travel, Brookings, SD

Travel Consultant

Mesaba Airlines, Mitchell, SD

Ground Station Agent

Education

International Guide Academy, Denver

Certified Tour Director / Tour Guide

The Travel Academy, Eagan, MN

Certified Travel & Tourism Professional

University of South Dakota, Vermillion, SD

MA – History (completed 29 credits toward degree)

South Dakota State University, Brookings, SD

BA – History (honors), Minors – German, Geography

Kelor Travel Academy, Sioux Falls, SD

Certified Travel & Tourism Professional

Study Abroad

Combined Caesarea Expedition, Caesarea, Israel

1 month working as Field Archaeologist

Related Professional Experience & Duties

Award-Winning Corporate Recruiter

Local & National Event Planner

2018 Super Bowl Certified Security Personnel

Personal Interests

Walks, photography, reading, British monarchy, writing, word games, quiz nights, escape rooms, concerts, animals, random acts of kindness, volunteering

Destination Experience

As a Tour Director, Cruise Director, or Tour Guide I have professionally led tours in the following destinations:

East Coast / Mid-Atlantic / Southeast

Washington DC, Boston, New York City, Philadelphia, Lancaster, Savannah, Charleston, Beaufort, Hilton Head Island, Cumberland Island, Jekyll Island, St Simon's Island, Amelia Island, Maine, Vermont, New Hampshire

Eastern Canada

Niagara Falls, Toronto, Quebec City, Montreal, Ottawa

Midwest

Minneapolis, St Paul

Destination Training

EF Explore America

Washington DC, New York, Boston, San Francisco

TripSchool

New York, Boston

Familiarization Tours

Southwest US, Destination America

Gettysburg, IATDG

Dallas City Tour, IATDG

Baltimore, IATDG

Las Vegas, MLT Vacations

Disney World, Walt Disney World

Manchester & North Wales, Visit Britain

Iceland, British Booking Center

Proficient Destination Knowledge

Domestic

South Dakota, Washington DC

International

London, Rome, Florence, Reykjavik

Other Travel History

England, Ireland, Northern Ireland, Isle of Man, Scotland, Paris, Amsterdam, Israel, Egypt, Cancun, 44 US states

Tour Types

Student, Adult, Sightseeing, STEM, Food, Brewery, City, Day, Multi-day, Motor coach, Walking, Small & Large Group

Guest Comments

- Wonderful personality; a joy to work with
- Flexible, accommodating, respectful and responsive
- Great with kids. Very friendly, very positive
- Professional and always smiling even when events arose
- Personable, patient and awesome
- Knowledgeable and organized
- Like Tina Turner, Michelle is simply the best

