


Tour Operator

Duration:	45-75	min
Number of players:	2-4	player/s
Materials/ Tools needed:	Boardgame, cards and meeples	
Publisher:	Keep Exploring Games	
Game Designer:	Nestor Tyrovouzis	
Language	Dutch / English / German / French / Spanish	
Links:	https://boardgamegeek.com/boardgame/239930/tour-operator	

Type of game:	Main topic:
<input checked="" type="checkbox"/> board <input type="checkbox"/> card <input type="checkbox"/> role play <input type="checkbox"/> simulation <input type="checkbox"/> computer <input type="checkbox"/> Serious <input type="checkbox"/> Other:	<p>Take care of your customers. Be sure they stay happy and on time on their trip.</p>

Short description/ Goal of the game:	Image:
<p>You are a tour operator with an office, a plane and a hotel to maintain. Every turn you get new customers in your office who want to go on a holiday. To transfer them you need fuel for your plane and clean seats. In your hotel you need clean rooms. Different customers have different demands and you try to keep them all happy. For each happy customer you get points.</p>	

Educational value/ Learning Objectives:
<p>How do you deal with customer demand and manage your business.</p>

Recommendations for use:

Pro's & Contra's:

- (+) nice artwork in this game which helps you empathize with your role.
- (-) the symbols on the cards of the employees are not clear. You can download the explanation here: <https://boardgamegeek.com/filepage/175971/card-clarifications>
- (-) the game takes an amount of turns that can which can start to feel like repetition

Tips and Tricks for Facilitators

Feedback questions

- Which customers did you serve first? Why
- Are there other ways (than a coupon) to keep customers happy?
- Were there parts of the customer journey where you did lose sight of?

Notes & More Pictures:

