



# Designing travel and tourism operations: Saga's timeless Tunisia

*Thomas Punzel*

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Seminar paper from the year 2007 in the subject Tourism, grade: 1,9, University of Birmingham, course: Operations Decision Making, 20 entries in the bibliography, language: English, abstract: Nowadays it is essential for a tour operator to have a very good management and especially a well thought-out service and operation management. More and more competitors come on the market and smaller companies will be eliminated by the bigger ones. So it is much important to create innovative products to satisfy the customer in every sense. However, at the mass of variety holiday and travel products, problems during the tour operation are predetermined.

On the following pages, one big United Kingdom tour operator is presented. Furthermore, one of their touring products will be checked according to problems which could emerge during operating the tour.

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