

## What do Tournament Customers Want?

This list is a good representation of what people want from a tournament. We're going to go through these in great depth over time, but this sums it up.

- Good judging
  - A good pool, well managed
- Reasonable time management
  - Prep time going in, plus time for critiques coming out
- Clear schedule, including break requirements
  - Do all down-twos break? What are you breaking to? That sort of thing.
- Good, fair tabbing
  - No hanky panky, preferably completely open.
- Comfortable rounds
  - Not in the first stall on the left in the men's room.
- Decent hospitality, physical and mental
  - Good food, good places to hang out, information readily available.
  - A concierge table! Or, what is a ballot table in an e-ballot universe?
- No surprises
  - Why best practices are, in fact, the best practices
  - User-based mentality