

Fall 2024 Complimentary Training for Tourism & Hospitality Employees

Refresh your customer service skills with non-traditional, interactive sessions. The free, two-and-a-half-hour modules offer front-line, supervisory, and management staff the opportunity to reenergize and sharpen their customer service skills.

Session location & dates:

DATE	TIME	LOCATION	MODULE
Wednesday, September 4 th	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Thursday, September 5 th	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Wednesday, September 11 th	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam Click here to register
Tuesday, October 1 st	9:00am-11:30am	Alliance for the Arts 10091 McGregor Blvd, Fort Myers 33919	First, Our Guest Basics Click here to register
	1:00pm-3:30pm	Alliance for the Arts 10091 McGregor Blvd, Fort Myers 33919	Let's Look Inside Click here to register
Thursday, October 3 rd	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Wednesday, October 16 th	9:00am-11:30am	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	If You Think You Can, You Can! Click here to register
	1:00pm-3:30pm	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	Resolving Less Than Perfect Situations Click here to register
Wednesday, October 23 rd	9:00am-11:30am	Virtual Training	***Do You Hear What I See? Click here to register
Tuesday, October 29 th	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Thursday, November 7 th	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Wednesday, November 13 th	9:00am-11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	**Make the Training Stick Click here to register
Tuesday, November 19 th	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Thursday, November 21 st	9:00am-11:30am	Marriott Sanibel Harbour Resort and Spa 17260 Harbour Pointe Dr, Fort Myers 33908	Do You Hear What I See? Click here to register
	1:00pm-3:30pm	Marriott Sanibel Harbour Resort and Spa 17260 Harbour Pointe Dr, Fort Myers 33908	Icing on the Cake Click here to register
Wednesday, December 4 th	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Tuesday, December 10 th	9:00am-11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam Click here to register

** Required for management to be eligible to take exam.

*** Class is virtual: A device with internet, video and audio access is required to participate

FAQ's:

How do I register?

To register for a class, find out more about each module, or information about AHLEI's Certified Guest Service Professional (CGSP) exam and certification; visit www.guestsfirst.com *Pre-registration is required* due to space limitations. You will be notified if the session is cancelled.

Where is the link to join the virtual courses?

Once registered for the class, a link will be sent to the email provided a week before the start date.

How do I get ADA accommodations?

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, Lee County will not discriminate against qualified individuals with disabilities on the basis of disability in the County's services, programs, or activities. For ADA requests please contact Crystal Wanke at GuestsFirst@leegov.com and we will coordinate your accommodations request.

Is there a dress code?

Casual business attire is preferred, no jeans unless it is your work uniform.



Your Guests First Team

Crystal Wanke, CGSP
 Hospitality Customer Service Training Specialist
cwanke@leegov.com