

Guests First Summer 2022 Customer Service Training 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 the opportunity for front-line, supervisory, and management staff to reenergize and sharpen customer service skills.

Session locations & dates:

DATE	TIME	PLACE	MODULE
Wednesday, June 15th	9:00am – 11:30am	La Quinta Inn & Suites Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	First, our guest basics
	1:00pm – 3:30pm	La Quinta Inn & Suites Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	Let's look inside
Wednesday, June 22nd	9:00am – 11:30am	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Do you hear what I see?
	1:00pm – 3:30pm	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	The icing on the cake
Thursday, June 30th	9:00am – 11:30am	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	If you think you can, you can!
	1:00pm – 3:30pm	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	Resolving less than perfect situations
Thursday, July 7th	9:00am – 11:30am	ECHO Global Farm 17391 Durrance Rd, North Fort Myers, FL 33917	**Make the training stick**
	1:00pm – 3:30pm	ECHO Global Farm 17391 Durrance Rd, North Fort Myers, FL 33917	Do you hear what I see?
Wednesday, July 13th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam
Tuesday, July 19th	9:00am – 11:30am	Holiday Inn Express & Suites Fort Myers Airport 14567 Global Pkwy, Fort Myers, FL 33913	Resolving less than perfect situations
	1:00pm – 3:30pm	Holiday Inn Express & Suites Fort Myers Airport 14567 Global Pkwy, Fort Myers, FL 33913	First, our guest basics
Tuesday, July 26th	9:00 – 11:30am	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	The icing on the cake
	1:00 – 3:30pm	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	Do you hear what I see?
Thursday, August 4th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	The icing on the cake
	1:00pm – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	**Make the training stick**
Tuesday, August 9th	9:00am – 11:30am	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	Let's look inside
	1:00pm – 3:30pm	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	If you think you can, you can!
Wednesday, August 17th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam
Wednesday, August 24th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	First, our guest basics

	1:00pm – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Resolving less than perfect situations
Wednesday, August 31th	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	*Bridging Generations I
	1:00pm – 3:30pm	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	**Make the training stick**
Wednesday, September 7th	9:00am – 11:30am	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	If you think you can, you can!
	1:00pm – 3:30pm	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Let's look inside
Tuesday, September 13th	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam

*Class is not required for exam eligibility.
 ** Required for management to be eligible to take exam.

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 our site at www.guestsfirst.com and click on the "Guests First Registration" link on the left side of the page. Pre-registration is required due to space limitations. You will be notified if the session is cancelled.

What happens if the session is full?

- If the session is full, please sign-up and you will be placed on the waitlist. We will notify you as soon as availability opens up.

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 Dr. Nicole King-Smith at guestsfirst@leegov.com and we will coordinate your accommodations request.

Is there a dresscode?

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

A special thanks to all our "host" training sites listed above. Without your support this would not be possible. We look forward to seeing you there!

Kind Regards,



Dr. Nicole King-Smith, CHT, CGSP
 Hospitality & Tourism Training Manager
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