

Guests First Winter 2023 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, January 11 th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Let's look inside Click here to register
	1:00pm – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	First, our guest basics Click here to register
Wednesday, January 18 th	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Do you hear what I see? Click here to register
	1:00pm – 3:30pm	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	The icing on the cake Click here to register
Thursday, January 19 th	9:00am – 11:30am	Virtual Training	***First, our guest basics Click here to register
Tuesday, January 24 th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	If you think you can, you can! Click here to register
	1:00pm – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Resolving less than perfect situations Click here to register
Wednesday, January 25 th	1:00pm – 3:30pm	Virtual Training	***Do you hear what I see? Click here to register
Tuesday, January 31 st	9:00am – 11:30am	Virtual Training	***If you think you can, you can! Click here to register
Wednesday, February 1 st	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	**Make the training stick** Click here to register
	1:00pm – 3:30pm	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	*Bridging Generations I Click here to register
Tuesday, February 7 th	9:00am – 11:30am	Virtual Training	***Resolving less than perfect situations Click here to register
Thursday, February 9 th	1:00pm – 3:30pm	Virtual Training	***Let's look inside Click here to register
Tuesday, February 14 th	9:00am – 11:30am	Virtual Training	***The icing on the cake Click here to register
Tuesday, February 16 th	9:00am – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam Click here to register

*Class is not required for exam eligibility.

** 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 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.

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 Dr. Nicole King-Smith 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,

Dr. Nicole King-Smith, CHT, CGSP
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