

## Guests First Winter 2024 Customer Service Training Complimentary Training for Tourism & Hospitality Employees

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

### Session locations & dates:

DATE	TIME	PLACE	MODULE
<b>Wednesday, December 6th</b>	9:00am – 11:30am	Hampton Inn Suites 10611 Chevrolet Way, Estero, FL 33928	Resolving less than perfect situations <a href="#">Click here to register</a>
	1:00pm – 3:30pm	Hampton Inn Suites 10611 Chevrolet Way, Estero, FL 33928	If you think you can, you can! <a href="#">Click here to register</a>
<b>Wednesday, December 13th</b>	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam <a href="#">Click here to register</a>
<b>Tuesday, January 9th</b>	9:00am – 11:30am	<b>Virtual Training</b>	***If you think you can, you can! <a href="#">Click here to register</a>
<b>Wednesday, January 10th</b>	9:00am – 11:30am	Hilton Garden Inn 12600 University Drive, Fort Myers, FL 33907	First, our guest basics <a href="#">Click here to register</a>
	1:00pm – 3:30pm	Hilton Garden Inn 12600 University Drive, Fort Myers, FL 33907	Let's look inside <a href="#">Click here to register</a>
<b>Wednesday, January 17th</b>	9:00am – 11:30am	<b>Virtual Training</b>	***Resolving less than perfect situations <a href="#">Click here to register</a>
<b>Thursday, January 18th</b>	9:00am – 11:30am	City of Cape Coral Public Works Building 815 Nicholas Pkwy E, Cape Coral, FL 33990	Do you hear what I see? <a href="#">Click here to register</a>
	1:00pm – 3:30pm	City of Cape Coral Public Works Building 815 Nicholas Pkwy E, Cape Coral, FL 33990	Icing on the cake <a href="#">Click here to register</a>
<b>Tuesday, January 23rd</b>	9:00am – 11:30am	<b>Virtual Training</b>	***First, our guest basics <a href="#">Click here to register</a>
<b>Wednesday, January 24th</b>	9:00am – 11:30am	Lee County VCB – <b>Room 118</b> 2201 Second St, Fort Myers, FL 33901	Review & Exam <a href="#">Click here to register</a>
<b>Tuesday, January 30th</b>	9:00am – 11:30am	<b>Virtual Training</b>	***Do you hear what I see? <a href="#">Click here to register</a>
<b>Thursday, February 1st</b>	9:00am – 11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Drive, Fort Myers 33913	**Make the training stick** <a href="#">Click here to register</a>
	1:00pm – 3:30pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Drive, Fort Myers 33913	Bridging Generations <a href="#">Click here to register</a>
<b>Tuesday, February 6th</b>	9:00am – 11:30am	<b>Virtual Training</b>	***Lets look inside <a href="#">Click here to register</a>
<b>Wednesday, February 7th</b>	9:00am – 11:30am	ECHO Global Farm 17391 Durrance Rd, North Fort Myers 33917	If you think you can, you can! <a href="#">Click here to register</a>
	1:00pm – 3:30pm	ECHO Global Farm 17391 Durrance Rd, North Fort Myers 33917	Resolving less than perfect situations <a href="#">Click here to register</a>
<b>Tuesday, February 13th</b>	9:00am – 11:30am	<b>Virtual Training</b>	***Icing on the cake <a href="#">Click here to register</a>
<b>Wednesday, February 14th</b>	9:00am – 11:30am	Lee County VCB – <b>Room 118</b> 2201 Second St, Fort Myers, FL 33901	Review & Exam <a href="#">Click here to register</a>

\*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](http://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](mailto: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,



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