

## Summer 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
<b>Wednesday, June 5<sup>th</sup></b>	9:00am-11:30am	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	First, Our Guest Basics <a href="#">Click here to register</a>
	1:00pm-3:30pm	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	Let's Look Inside <a href="#">Click here to register</a>
<b>Tuesday, June 11<sup>th</sup></b>	9:00am-11:30am	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd. Cape Coral, 33914	If You Think You Can, You Can! <a href="#">Click here to register</a>
	1:00pm-3:30pm	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd. Cape Coral, 33914	Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
<b>Wednesday, June 12<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***First, Our Guest Basics <a href="#">Click here to register</a>
<b>Wednesday, June 19<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Do You Hear What I See? <a href="#">Click here to register</a>
<b>Tuesday, June 25<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***If You Think You Can, You Can! <a href="#">Click here to register</a>
<b>Thursday, June 27<sup>th</sup></b>	9:00am-11:30am	Hampton Inn Fort Myers Downtown 2151 Johnson St. Fort Myers 33901	Do You Hear What I See? <a href="#">Click here to register</a>
	1:00pm-3:30pm	Hampton Inn Fort Myers Downtown 2151 Johnson St. Fort Myers 33901	Icing on the Cake <a href="#">Click here to register</a>
<b>Tuesday, July 2<sup>nd</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
<b>Tuesday, July 9<sup>th</sup></b>	9:00am-11:30am	Crowne Plaza Fort Myers Gulf Coast 9931 Interstate Commerce Dr. Fort Myers 33913	**Make the Training Stick <a href="#">Click here to register</a>
	1:00pm-3:30pm	Crowne Plaza Fort Myers Gulf Coast 9931 Interstate Commerce Dr. Fort Myers 33913	Bridging Generations <a href="#">Click here to register</a>
<b>Wednesday, July 10<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Let's Look Inside <a href="#">Click here to register</a>
<b>Thursday, July 25<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Icing on the Cake <a href="#">Click here to register</a>
<b>Tuesday, July 30<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***First, Our Guest Basics <a href="#">Click here to register</a>
<b>Wednesday, July 31<sup>st</sup></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, August 6<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Do You Hear What I See? <a href="#">Click here to register</a>
<b>Wednesday, August 7<sup>th</sup></b>	9:00am-11:30am	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	Icing on the Cake <a href="#">Click here to register</a>
	1:00pm-3:30pm	Hampton Inn & Suites Fort Myers/Estero 10611 Chevrolet Way, Estero 33928	Do You Hear What I See? <a href="#">Click here to register</a>

<b>Tuesday, August 13<sup>th</sup></b>	9:00am-11:30am	IMAG History & Science Center 2000 Cranford Ave, Fort Myers 33916	Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
	1:00pm-3:30pm	IMAG History & Science Center 2000 Cranford Ave, Fort Myers 33916	If You Think You Can, You Can! <a href="#">Click here to register</a>
<b>Tuesday, August 20<sup>th</sup></b>	9:00am-11:30am	ECHO Global Farm 17391 Durrance Rd, North Fort Myers 33917	Let's Look Inside <a href="#">Click here to register</a>
	1:00pm-3:30pm	ECHO Global Farm 17391 Durrance Rd, North Fort Myers 33917	First, Our Guest Basics <a href="#">Click here to register</a>
<b>Wednesday, August 21<sup>st</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***If You Think You Can, You Can! <a href="#">Click here to register</a>
<b>Tuesday, August 27<sup>th</sup></b>	9:00am-11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr. Fort Myers 33913	Bridging Generations <a href="#">Click here to register</a>
	1:00pm-3:30pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr. Fort Myers 33913	**Make the Training Stick <a href="#">Click here to register</a>
<b>Thursday, August 29<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
<b>Wednesday, September 4<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Let's Look Inside <a href="#">Click here to register</a>
<b>Thursday, September 5<sup>th</sup></b>	9:00am-11:30am	<b>Virtual Training</b>	***Icing on the Cake <a href="#">Click here to register</a>
<b>Wednesday, September 11<sup>th</sup></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) *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

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