

Winter 2025 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, 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
Wednesday, January 8 th	9:00am-11:30am	Drury Inn & Suites Airport FGCU 9950 University Plaza, Fort Myers 33913	First, Our Guest Basics Click here to register
	1:00pm-3:30pm	Drury Inn & Suites Airport FGCU 9950 University Plaza, Fort Myers 33913	Let's Look Inside Click here to register
Tuesday, January 14 th	9:00am-11:30am	Residence Inn Fort Myers Sanibel 20371 Summerlin Rd, Fort Myers 33908	Do You Hear What I See? Click here to register
	1:00pm-3:30pm	Residence Inn Fort Myers Sanibel 20371 Summerlin Rd, Fort Myers 33908	Icing on the Cake Click here to register
Thursday, January 23 rd	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Tuesday, January 28 th	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Tuesday, February 4 th	1:00pm-3:30pm	The Collaboratory 2031 Jackson St, Fort Myers 33901	**Make the Training Stick Click here to register
Thursday, February 6 th	1:00pm-3:30pm	Virtual Training	***Do You Hear What I See? Click here to register
Tuesday, February 11 th	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Wednesday, February 12 th	9:00am-11:30am	Crowne Plaza Gulf Coast 9931 Interstate Commerce Dr, Fort Myers 33913	If You Think You Can, You Can! Click here to register
	1:00pm-3:30pm	Crowne Plaza Gulf Coast 9931 Interstate Commerce Dr, Fort Myers 33913	Resolving Less Than Perfect Situations Click here to register
Tuesday, February 18 th	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Tuesday, February 25 th	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Wednesday, February 26 th	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 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

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