

Summer 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, June 11	9:00am-11:30am	Hyatt Place Coconut Point 23120 Via Villagio, Estero, FL 33928	First, Our Guest Basics Click here to register
	1:00pm-3:30pm		Let's Look Inside Click here to register
Tuesday, June 17	9:00am-11:30am	Hilton Garden Inn 12600 University Dr, Fort Myers, FL 33907	Do You Hear What I See? Click here to register
	1:00pm-3:30pm		Icing on the Cake Click here to register
Thursday, June 19	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Tuesday, June 24	9:00am-11:30am	Hampton Inn & Suites Estero/FGCU 10611 Chevrolet Way, Estero, FL 33928	If You Think You Can, You Can! Click here to register
	1:00pm-3:30pm		Resolving Less Than Perfect Situations Click here to register
Thursday, June 26	9:00am-11:30am	Virtual Training	***Do You Hear What I See? Click here to register
Tuesday, July 8	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Tuesday, July 15	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Thursday, July 17	9:00am-11:30am	ECHO Global Farm 17391 Durrance Rd, North Fort Myers, FL 33917	Let's Look Inside Click here to register
	1:00pm-3:30pm		First, Our Guest Basics Click here to register
Tuesday, July 22	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Thursday, July 24	9:00am-11:30am	Alliance for the Arts Edwards Building Room 103 10091 McGregor Blvd, Fort Myers, FL 33919	Resolving Less Than Perfect Situations Click here to register
	1:00pm-3:30pm		If You Think You Can, You Can! Click here to register
Tuesday, July 29	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register

Thursday, July 31	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 33901	Review & Exam Click here to register
Tuesday, August 12	9:00am-12:00pm	Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd, Cape Coral, FL 33914	Bridging Generations I Click here to register
	1:00pm-3:30pm		**Make the Training Stick Click here to register
Tuesday, August 19	9:00am-12:00pm	Marriott Sanibel Harbour Resort & Spa 17260 Harbour Pointe Dr, Fort Myers, FL 33908	Bridging Generations I Click here to register
	1:00pm-3:30pm		**Make the Training Stick Click here to register
Thursday, August 28	9:00am-11:30am	Sanibel Recreation Center 3880 Sanibel Captiva Rd, Sanibel, FL 33957	Icing on the Cake Click here to register
	1:00pm-3:30pm		Do You Hear What I See? Click here to register
Wednesday, September 10	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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