

## Fall 2025 Complimentary Training for Tourism & Hospitality Employees

Refresh your customer service skills with non-traditional, interactive sessions. The free, 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, October 1	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
Friday, October 3	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 33901	First, Our Guest Basics <a href="#">Click here to register</a>
	1:00pm-3:30pm		Let's Look Inside <a href="#">Click here to register</a>
Tuesday, October 7	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! <a href="#">Click here to register</a>
Tuesday, October 14	9:00am-11:30am	ECHO Global Farm 17391 Durrance Rd, North Fort Myers, FL 33917	Do You Hear What I See? <a href="#">Click here to register</a>
	1:00pm-3:30pm		Icing on the Cake <a href="#">Click here to register</a>
Tuesday, October 21	9:00am-11:30am	Virtual Training	***Let's Look Inside <a href="#">Click here to register</a>
Tuesday, October 28	9:00am-11:30am	Virtual Training	***First, Our Guest Basics <a href="#">Click here to register</a>
Wednesday, October 29	9:00am-11:30am	Sanibel Recreation Center 3880 Sanibel Captiva Rd, Sanibel, FL 33957	If You Think You Can, You Can! <a href="#">Click here to register</a>
	1:00pm-3:30pm		Resolving Less Than Perfect Situations <a href="#">Click here to register</a>
Tuesday, November 4	9:00am-11:30am	Virtual Training	***Do You Hear What I See? <a href="#">Click here to register</a>
Thursday, November 13	9:00am-12:00pm	The Collaboratory 2031 Jackson St, Fort Myers 33901	Bridging Generations I <a href="#">Click here to register</a>
	1:00pm-3:30pm		**Make the Training Stick <a href="#">Click here to register</a>
Tuesday, November 18	9:00am-11:30am	Virtual Training	***Icing on the Cake <a href="#">Click here to register</a>
Wednesday, December 3	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 33901	Review & Exam <a href="#">Click here to register</a>

\*\* 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](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 Crystal Wanke at [GuestsFirst@leegov.com](mailto:GuestsFirst@leegov.com) and we will coordinate your accommodations request.

