

Summer 2026 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
Tuesday, June 2	9:00am-11:30am	Alliance for the Arts Edwards Building Room 103 10091 McGregor Blvd, Fort Myers, FL 33919	First, Our Guest Basics Click here to register
	1:00pm-3:30pm		Let's Look Inside Click here to register
Wednesday, June 10	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Tuesday, June 16	9:00am-11:30am	Hyatt Place Estero 23120 Via Villagio, 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
Friday, June 19	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Wednesday June 24	9:00am-11:30am	Virtual Training	***Do You Hear What I See? Click here to register
Tuesday, June 30	9:00am-11:30am	Sanibel Recreation Center 3880 Sanibel Captiva Rd, Sanibel, FL 33957	Do You Hear What I See? Click here to register
	1:00pm-3:30pm		Icing on the Cake Click here to register
Thursday, July 2	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Wednesday, July 8	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Tuesday, July 14	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Thursday, July 16	9:00am-12:00pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers 33913	Bridging Generations I Click here to register
	1:00pm-3:30pm		**Make the Training Stick Click here to register
Wednesday, July 22	9:00am-11:30am	Virtual Training	***Do You Hear What I See? Click here to register
Thursday, July 23	9:00am-11:30am	South Florida Water Management 2301 McGregor Blvd, Fort Myers 33901	Let's Look Inside Click here to register
	1:00pm-3:30pm		First, Our Guest Basics Click here to register
Tuesday, July 28	9:00am-11:30am	Tarpon Lodge & Restaurant 13771 Waterfront Dr, Bokeelia, FL 33922	Icing on the Cake Click here to register
	1:00pm-3:30pm		Do You Hear What I See? Click here to register
Thursday, July 30	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Wednesday, August 5	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Tuesday, August 11	9:00am-11:30pm	Hampton Inn & Suites Estero/FGCU 10611 Chevrolet Way, Estero, FL 33928	Resolving Less Than Perfect Situations Click here to register
	1:00pm-3:30pm		If You Think You Can, You Can! Click here to register

Thursday, August 13	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Tuesday, August 18	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 33901	Review & Exam Click here to register
Tuesday, August 25	9:00am-12:00pm	Crowne Plaza Gulf Coast 9931 Interstate Commerce Dr, Fort Myers 33913	Bridging Generations I Click here to register
	1:00pm-3:30pm		**Make the Training Stick Click here to register
Thursday, August 27	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Wednesday, September 2	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Friday, September 11	9:00am-11:30am	Marriott Sanibel Harbour Resort & Spa 17260 Harbour Pointe Dr, Fort Myers, FL 33908	Bridging Generations II Click here to register
Wednesday, September 16	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?

Visit www.GuestsFirst.com to register, explore course modules, and learn about the AHLEI's Certified Guest Service Professional (CGSP) exam and certification; *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?

A link will be emailed to you one week before the session using the email you registered with.

How much does the program cost?

The training is free for Lee County hospitality and tourism employees.

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?

Business casual attire is preferred. Jeans are acceptable only if they are part of your work uniform.



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