

Fall 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
Thursday, October 1	9:00am-11:30am	Virtual Training	***Resolving Less Than Perfect Situations Click here to register
Wednesday, October 7	9:00am-11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers 33913	First, Our Guest Basics Click here to register
	1:00pm-3:30pm		Let's Look Inside Click here to register
Tuesday, October 13	9:00am-11:30am	Virtual Training	***Do You Hear What I See? Click here to register
Wednesday, October 14	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
Wednesday, October 21	9:00am-11:30am	Virtual Training	***Let's Look Inside Click here to register
Tuesday, October 27	9:00am-11:30am	Virtual Training	***First, Our Guest Basics Click here to register
Wednesday, October 28	9:00am-11:30am	ECHO Global Farm & Nursery 17391 Durrance Rd North Fort Myers 33917	If You Think You Can, You Can! Click here to register
	1:00pm-3:30pm		Resolving Less Than Perfect Situations Click here to register
Tuesday, November 3	9:00am-11:30am	Virtual Training	***If You Think You Can, You Can! Click here to register
Wednesday, November 4	9:00am-12:00pm	Hampton Inn & Suites Estero/FGCU 10611 Chevrolet Way, Estero, FL 33928	Bridging Generations I Click here to register
	1:00pm-3:30pm		**Make the Training Stick Click here to register
Tuesday, November 17	9:00am-11:30am	Virtual Training	***Icing on the Cake Click here to register
Wednesday, November 18	9:00am-11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers 33901	Bridging Generations II Click here to register
Thursday, December 3	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? Once registered for the class, a link will be sent to the email provided the day before the start date.

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.

