

Guests First Winter 2020 Customer Service Training

Complimentary Training for Tourism & Hospitality Professionals

Refresh your customer service skills with non-traditional, interactive sessions. The free two and a half-hour modules offer the opportunity for front-line, supervisory, and management staff to reenergize and sharpen their customer service skills.

Session locations & dates:

DATE	TIME	PLACE	MODULE
Wednesday, January 8th	9:00 – 11:30am	Two39 Work 24301 Walden Center Dr Suite 300, Bonita Springs, FL 34134	First, our guest basics
	1:00 – 3:30pm	Two39 Work 24301 Walden Center Dr Suite 300, Bonita Springs, FL 34134	Resolving less than perfect situations
Wednesday, January 15th	9:00 – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Make the training stick
	1:00 – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	*Bridging Generations I
Friday, January 17th	9:00 – 11:30am	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	If you think you can, you can!
	1:00 – 3:30pm	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	Let's look inside
Thursday, January 23rd	9:00 – 11:30am	IMAG History & Science Center 2000 Cranford Ave, Fort Myers, FL 33916	Do you hear what I see?
	1:00 – 3:30pm	IMAG History & Science Center 2000 Cranford Ave, Fort Myers, FL 33916	The icing on the cake
Wednesday, January 29th	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam
Friday, January 31st	9:00 – 11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	Resolving less than perfect situations
	1:00 – 3:30pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	First, our guest basics
Tuesday, February 4th	9:00 – 11:30am	DiamondHead Beach Resort Fort Myers Beach 2000 Estero Blvd, Fort Myers Beach, FL 33931	The icing on the cake
	1:00 – 3:30pm	DiamondHead Beach Resort Fort Myers Beach 2000 Estero Blvd, Fort Myers Beach, FL 33931	Do you hear what I see?
Friday, February 7th	9:00 – 11:30am	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Let's look inside
	1:00 – 3:30pm	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	If you think you can, you can!
Tuesday, February 11th	9:00 – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	*Bridging Generations I
	1:00 – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Make the training stick
Wednesday, February 19th	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam

*Class is not required for exam eligibility.

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 our site at www.guestsfirst.com and click on the "Guests First Registration" link on the left side of the page.

Pre-registration is required due to space limitations. You will be notified if the session is cancelled.

**If the session does not appear on the website for registration, that indicates the session has reached full capacity.

Please check our website a few days before your scheduled class as locations may change.

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 Dr. Nicole King-Smith at guestsfirst@leegov.com

Casual business attire is preferred. *No jeans.*

A special thanks to all our "host" training sites listed above. Without your support this would not be possible.
We look forward to seeing you there!

Kind Regards,

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