

# Guests First Summer 2019 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
<b>Wednesday, June 5<sup>th</sup></b>	9:00 – 11:30am	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	First, our guest basics
	1:00 – 3:30pm	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	Let's look inside
<b>Monday, June 10<sup>th</sup></b>	9:00 – 11:30am	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Do you hear what I see?
	1:00 – 3:30pm	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	The icing on the cake
<b>Wednesday, June 12<sup>th</sup></b>	9:00 – 11:30am	Edison & Ford Winter Estates 2301 McGregor Blvd, Fort Myers, FL 33901	If you think you can, you can!
	1:00 – 3:30pm	Edison & Ford Winter Estates 2301 McGregor Blvd, Fort Myers, FL 33901	Resolving less than perfect situations
<b>Tuesday, June 18<sup>th</sup></b>	9:00 – 11:30am	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd, Cape Coral, FL 33914	Let's look inside
	1:00 – 3:30pm	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd, Cape Coral, FL 33914	First, our guest basics
<b>Thursday, June 20<sup>th</sup></b>	9:00 – 11:30am	Hyatt Place Fort Myers at the Forum 2600 Champion Ring Rd, Fort Myers, FL 33905	Make the training stick
	1:00 – 3:30pm	Hyatt Place Fort Myers at the Forum 2600 Champion Ring Rd, Fort Myers, FL 33905	*Bridging Generations I
<b>Tuesday, June 25<sup>th</sup></b>	9:00 – 11:30am	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	Resolving less than perfect situations
	1:00 – 3:30pm	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	If you think you can, you can!
<b>Thursday, June 27<sup>th</sup></b>	9:00 – 11:30am	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	The icing on the cake
	1:00 – 3:30pm	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	Do you hear what I see?
<b>Tuesday, July 2<sup>nd</sup></b>	9:00 – 11:30am	Hyatt Regency Coconut Point Resort And Spa 5001 Coconut Rd, Bonita Springs, FL 34134	First, our guest basics
	1:00 – 3:30pm	Hyatt Regency Coconut Point Resort And Spa 5001 Coconut Rd, Bonita Springs, FL 34134	Let's look inside
<b>Tuesday, July 9<sup>th</sup></b>	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam
<b>Thursday, July 11<sup>th</sup></b>	9:00 – 11:30am	Suncoast Credit Union Arena @ FSW 13351 FSW Pkwy, Fort Myers, FL 33919	If you think you can, you can!

	1:00 – 3:30pm	Suncoast Credit Union Arena @ FSW 13351 FSW Pkwy, Fort Myers, FL 33919	Resolving less than perfect situations
<b>Tuesday, July 16<sup>th</sup></b>	9:00 – 11:30am	DiamondHead Beach Resort - Fort Myers Beach 3215, 2000 Estero Blvd, Fort Myers Beach, FL 33931	Do you hear what I see?
	1:00 – 3:30pm	DiamondHead Beach Resort - Fort Myers Beach 3215, 2000 Estero Blvd, Fort Myers Beach, FL 33931	The icing on the cake
<b>Friday, July 19<sup>th</sup></b>	9:00 – 11:30am	Edison & Ford Winter Estates 2301 McGregor Blvd, Fort Myers, FL 33901	Let's look inside
	1:00 – 3:30pm	Edison & Ford Winter Estates 2301 McGregor Blvd, Fort Myers, FL 33901	First, our guest basics
<b>Monday, July 29<sup>th</sup></b>	9:00 – 11:30am	Collaboratory 2031 Jackson St, Fort Myers, FL 33901	Resolving less than perfect situations
	1:00 – 3:30pm	Collaboratory 2031 Jackson St, Fort Myers, FL 33901	If you think you can, you can!
<b>Wednesday, July 31<sup>st</sup></b>	9:00 – 11:30am	Hyatt Regency Coconut Point Resort And Spa 5001 Coconut Rd, Bonita Springs, FL 34134	The icing on the cake
	1:00 – 3:30pm	Hyatt Regency Coconut Point Resort And Spa 5001 Coconut Rd, Bonita Springs, FL 34134	Do you hear what I see?
<b>Monday, August 5<sup>th</sup></b>	9:00 – 11:30am	Holiday Inn Fort Myers Airport at Town Center 9931 Interstate Commerce Dr, Fort Myers, FL 33913	First, our guest basics
	1:00 – 3:30pm	Holiday Inn Fort Myers Airport at Town Center 9931 Interstate Commerce Dr, Fort Myers, FL 33913	Let's look inside
<b>Wednesday, August 7<sup>th</sup></b>	9:00 – 11:30am	Sanibel Harbour Marriott Resort & Spa 17260 Harbour Pointe Dr, Fort Myers, FL 33908	*Bridging Generations I
	1:00 – 3:30pm	Sanibel Harbour Marriott Resort & Spa 17260 Harbour Pointe Dr, Fort Myers, FL 33908	Make the training stick
<b>Thursday, August 15<sup>th</sup></b>	9:00 – 11:30am	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	The icing on the cake
	1:00 – 3:30pm	Bonita Springs Chamber of Commerce 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Do you hear what I see?
<b>Monday, August 19<sup>th</sup></b>	9:00 – 11:30am	Hyatt Place Fort Myers at the Forum 2600 Champion Ring Rd, Fort Myers, FL 33905	If you think you can, you can!
	1:00 – 3:30pm	Hyatt Place Fort Myers at the Forum 2600 Champion Ring Rd, Fort Myers, FL 33905	Resolving less than perfect situations
<b>Thursday, August 22<sup>nd</sup></b>	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam
<b>Tuesday, August 27<sup>th</sup></b>	9:00 – 11:30am	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	Let's look inside
	1:00 – 3:30pm	La Quinta Inn & Suites by Wyndham Fort Myers Airport 9521 Marketplace Rd, Fort Myers, FL 33912	First, our guest basics
<b>Thursday, September 5<sup>th</sup></b>	9:00 – 11:30am	Mound House 451 Connecticut St, Fort Myers Beach, FL 33931	Do you hear what I see?
	1:00 – 3:30pm	Mound House 451 Connecticut St, Fort Myers Beach, FL 33931	The icing on the cake

<b>Friday, September 13<sup>th</sup></b>	9:00 – 11:30am	Courtyard by Marriott Fort Myers Cape Coral 4455 Metro Pkwy, Fort Myers, FL 33916	Resolving less than perfect situations
	1:00 – 3:30pm	Courtyard by Marriott Fort Myers Cape Coral 4455 Metro Pkwy, Fort Myers, FL 33916	Make the training stick
<b>Wednesday, September 18<sup>th</sup></b>	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](http://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](mailto: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,

Dr. Nicole King-Smith, CGSP  
Hospitality & Toursim Training Manager

Jason Glasscock, CGSP  
Hospitality & Tourism Training Coordinator