

Guests First Fall 2021 Customer Service Training Complimentary Training for Tourism & Hospitality Employees

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 customer service skills.

Session locations & dates:

DATE	TIME	PLACE	MODULE
Tuesday, October 12th	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	First, our guest basics Click to Register
	1:00 – 3:30pm	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Resolving less than perfect Situations Click to Register
Tuesday, October 19th	9:00 – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam Click to Register
Wednesday, October 27th	9:00 – 11:30am	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	Do you hear what I see? Click to Register
	1:00 – 3:30pm	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	The icing on the cake Click to Register
Friday, October 29th	9:00 – 11:30am	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	Make the training stick Click to Register
	1:00 – 3:30pm	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	Do you hear what I see? Click to Register
Tuesday, November 2nd	9:00 – 11:30am	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	If you think you can, you can! Click to Register
	1:00 – 3:30pm	Hilton Garden Inn Fort Myers 12600 University Dr, Fort Myers, FL 33907	Let's look inside Click to Register
Thursday, November 4th	9:00 – 11:30am	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Resolving less than perfect Situations Click to Register
	1:00 – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	First, our guest basics Click to Register
Wednesday, November 17th	1:00 – 3:30pm	Lee County VCB – Green Room 2201 Second St, Fort Myers, FL 33901	Review & Exam Click to Register
Friday, November 19th	9:00 – 11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	Let's look inside Click to Register
	1:00 – 3:30pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	If you think you can, you can! Click to Register
Tuesday, November 30th	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	The icing on the cake Click to Register
	1:00 – 3:30pm	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Make the training stick Click to Register
December, Friday 3rd	9:00 – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam Click to Register



REGISTER TODAY!
 Email: guestsfirst@leegov.com
 Call: 239-338-3500

Guest First Team:
Dr. Nicole King-Smith & Jason Glasscock

