

Guests First Winter 2022 Customer Service Training
Complimentary Training for Tourism & Hospitality Employees

Session locations & dates:

DATE	TIME	PLACE	MODULE
Wednesday, January 12th	9:00am – 11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	First, our guest basics Click to Register
	1:00pm – 3:30pm	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	Resolving less than perfect Situations Click to Register
Friday, January 14th	9:00am – 11:30am	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	Do you hear what I see? Click to Register
	1:00pm – 3:30pm	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	The icing on the cake Click to Register
Friday, January 21st	9:00am – 11:30am	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd, Cape Coral, FL 33914	If you think you can, you can! Click to Register
	1:00pm – 3:30pm	The Westin Cape Coral Resort at Marina Village 5951 Silver King Blvd, Cape Coral, FL 33914	Let's look inside Click to Register
Monday, January 24th	9:00am – 11:30am	Embassy Suites by Hilton Fort Myers Estero 10450 Corkscrew Commons Dr, Estero, FL 33928	**Make the training stick** Click to Register
	1:00pm – 3:30pm	Embassy Suites by Hilton Fort Myers Estero 10450 Corkscrew Commons Dr, Estero, FL 33928	*Bridging Generations I Click to Register
Wednesday, January 26th	9:00am – 11:30am	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	Resolving less than perfect Situations Click to Register
	1:00pm – 3:30pm	Pink Shell Beach Resort & Marina 275 Estero Blvd, Fort Myers Beach, FL 33931	First, our guest basics Click to Register
Friday, January 28th	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam Click to Register
Wednesday, February 2nd	9:00 – 11:30am	Caloosa Sound Convention Center & Amphitheater 1375 Monroe St, Fort Myers, FL 33901	The icing on the cake Click to Register
	1:00 – 3:30pm	Caloosa Sound Convention Center & Amphitheater 1375 Monroe St, Fort Myers, FL 33901	Do you hear what I see? Click to Register
Tuesday, February 8th	9:00am – 11:30am	Drury Inn & Suites Fort Myers Airport FGCU 9950 University Plaza Dr, Fort Myers, FL 33913	Let's look inside Click to Register
	1:00pm – 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
Friday, February 11th	9:00am – 11:30am	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	*Bridging Generations I Click to Register
	1:00pm – 3:30pm	SWFL Inc. 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135	**Make the training stick** Click to Register
Wednesday, February 16th	9:00am – 11:30am	Lee County VCB – Room 118 2201 Second St, Fort Myers, FL 33901	Review & Exam Click to Register

** Required for management to be eligible to take exam.

*Class is not required for exam eligibility.