Online Hospitality Training

VISITFLORIDA. The Official Tourism Marketing Corporation for the State of Florida

Learn how you can have an impact and lasting impression on our visitors that will keep them talking for weeks about their exceptional experience during their Florida vacation. This **free** program will consist of different modules that give front-line employees the tools needed to create memorable moments for our guests. Current modules include: "The Power of One: Creating Memorable Guest Experiences in the Sunshine State" and "Resolving Guest Conflict."

To access the FREE online training, you will need:

1. **Access to a computer with internet service.**
   Log on to your computer and open an internet browser like Internet Explorer, Chrome or Firefox and go to: www.VISITFLORIDA.org/training
   Don't have a home computer? Visit your local library.

2. **Knowledge of how to use a computer.**
   If you are new to computers, take this flyer with you to your local library for one-on-one assistance.

Need help?

Online tech support is available in the training portal 24/7 and live tech support is available Monday — Friday from 8:30 am until 5:00 pm at 866-372-7233.

Visit our "VISIT FLORIDA FAQ" section on www.VISITFLORIDA.org/training for common questions and answers.

Get started now!

1. Visit: www.visitflorida.org/training
2. Click "Begin Training"
3. "Register for Course" & "Add to Cart"
4. "Proceed to Checkout"
5. "Create Account"
6. Enter information. Under "Primary Organization," select or enter your employer's name
7. If your employer's information is not in the drop down, enter the following: Company Name, Company Address, City, St, Zip
8. Click "Save"
9. Enter Promotional Code
10. Click "Apply" and "Submit Order"
11. Click "START COURSE" at the bottom

Once you complete the courses, take the final exam. Score 80% or higher and you will earn your official VISIT FLORIDA Hospitality Training certificate. Simply follow the directions at the end of the modules to obtain your certificate. Once the exam is passed, click "View Florida Certificate". Print and show to your manager!