

## **City of Sanibel Recreation Department Receives the Lee County Visitor & Convention Bureau (VCB) Certified Guest Property Designation**

A Certified Guest Service Property is a designation awarded by the American Hotel & Lodging Educational Institute to organizations where **100%** of frontline employees are trained and certified as Certified Guest Service Professionals (CGSP). It reflects a strong commitment to consistent, high-quality service. Every frontline employee has completed professional guest service training focused on creating positive experiences for visitors and residents alike, helping strengthen trust in our destination and its hospitality standards.

Thank you to the following Recreation Department team members for dedicating their time to completing their Certified Guest Services Professional (CGSP) certification:

Deputy Director, Charlotte Durand – September 2019  
Recreation Services Supervisor, Gabrielle Cooper-Angeles, September 2025  
Marketing & Events Coordinator, Denise Dillon, June 2024  
Lead Recreation Services Assistant, Nathan Kastle October 2023  
Recreation Support Services Assistant, Heike Gosselin October 2023  
Recreation Services Assistant, Ella Defonzo September 2025  
Recreation Services Assistant, Lilian Burke December 2025

And thank you to Crystal Wanke, Lee Co VCB Customer Service Hospitality Training Specialist, for joining us today to provide this award to the City of Sanibel Recreation Department.