



COAST CHAMPIONS HOSPITALITY TRAINING PROGRAM

FREQUENTLY ASKED QUESTIONS

Updated 12/17/2020

1. What is the purpose of Coast Champions?

The purpose of Coastal Mississippi's Coast Champions online hospitality training program is to educate and engage current hospitality industry employees about the destination's many offerings for visitors. Additionally, this program takes on a newfound importance in the midst of the COVID-19 pandemic, where employees can learn more about how to provide a safe and healthy environment for guests.

2. Is there a cost associated with the course?

At this time, Coast Champions is completely **free** for our industry partners.

3. How do I log into the course?

You can access Coast Champions by logging into the Bridge portal here: coastalmississippi.bridgeapp.com or by accessing the Coast Champions partner landing page here: <https://www.gulfcoast.org/partners/coast-champions>.

4. How long is the course?

The course and its lessons should take no longer than 2 hours to complete.

5. Does the course have to be completed at one time?

No, once an employee has signed up to become a user through Bridge, the Coast Champions Learning Management System (LMS), the employee can take the self-guided course at any time before October 1, 2021.

6. Is the course offered in person?

No, Coast Champions is offered through the Bridge Learning Management System (LMS) as an online course.

7. What type of lessons will be offered through Coast Champions?

Lessons and supplemental materials include, but are not limited to, COVID-19 best practices, an overview of the Coastal Mississippi region, the importance of the tourism industry in Coastal Mississippi, a meetings/conventions and group travel overview, suggestions about what to do for families, couples and friend groups, and more.

8. Who is able to train to become a Coast Champions?

Coastal Mississippi invites anyone involved in the hospitality industry in Coastal Mississippi, both directly and indirectly, to train to become a Coast Champion.

9. What are the benefits to becoming a Coast Champion?

The benefits of becoming a Coast Champion include increased knowledge about the region, improving the quality of life for both residents and visitors, access to new and existing tourism assets (including attractions, lodging, etc.), networking opportunities, continued learning about the destination through valuable insights and resources, and more.

10. What happens after I complete the course?

Congratulations! After completing the Coast Champions online course through Bridge, you will receive a Coast Champions certification as well as additional prizes. We encourage you to print and display your certificate.

After completing the course, you can pick up additional prizes starting the first week of January 2021. Items can be picked up from 8 a.m. until 5 p.m. Monday through Friday. Our office is located on the second floor of the Mississippi Coast Convention Center (2350 Beach Boulevard). When you arrive, park on the farthest west side of the building, use the side door, and take the elevator to the second floor. We do ask that you wear a face covering and sanitize before entering our office.

11. How can I invite more team members to join the course?

You can add more team members from your business by filling out a registration form on the [Coast Champions landing page](#).

12. How can I provide feedback about the course?

Please take some time to share your feedback about the program in future surveys and by visiting the [Coast Champions landing page](#).

13. What is Coastal Mississippi?

Coastal Mississippi is the official destination marketing organization and tourism bureau for Hancock, Harrison and Jackson counties. The organization is charged with promoting South Mississippi as a tourism and convention destination worldwide. Its mission centers on attracting ever-increasing numbers of leisure, convention, sports and business visitors to the area. It is dedicated to maximizing the travel and tourism industry for South Mississippi. Visit coastalmississippi.com to learn more.