



## COAST CHAMPIONS HOSPITALITY TRAINING PROGRAM

### FREQUENTLY ASKED QUESTIONS

Updated 10/28/2020

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#### 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](https://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 you 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 and wear your Coast Champions lapel pin.

**11. 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](http://coastalmississippi.com) to learn more.