



### **Peach Pubs sees 20% reduction in staff turnover through learning management system**

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Peach Pubs has seen a 20% per cent reduction in staff turnover across its 17 pubs using GEMacademy, the learning management system from guest experience management company HospitalityGEM.

Peach wanted to address its training provision to ensure it accurately reflected the business and encouraged successful development. One fundamental trait of Peach is their culture (their peachiness), which is a huge part of the company, and it was important to reinforce this to ensure employees are 'peachy' through and through.

Further requirements included the need for a single place where all training could be stored and updated, and the ability to source learning content from different locations and suppliers, as well as create their own content using class-leading tools. Finally, Peach needed to generate custom reports that target specific objectives, initially for compliance but later for personal development in order to manage performance.

To meet these objectives, HospitalityGEM introduced its GEMacademy system, branded PeachTeach for Peach. All Peach's requirements for its training system were fulfilled, and new starters are now quickly introduced to Peach culture using materials that are unique to the pub company, and managers able to ensure all staff members are fully trained on what they need to know, from COSHH, to meat and fish, to cocktails. Use of the system has evolved to support personal development needs, with many team members working towards a recognised status for outstanding hosts – 'Master Peach'.

Steven Pike, Managing Director of HospitalityGEM commented: "PeachTeach has proved hugely successful for Peach Pubs. Not only has there been a 20 per cent reduction in staff turnover year on year compared to that before, but volume of training completed has increased ten-fold. This clearly demonstrates the positive impact a robust and comprehensive training system can have on a hospitality business, where a high staff turnover is regularly a real concern."

Project Manager at Peach Pubs, Nicolette Glashan, added "We believe Peach culture is both unique and a key factor in our success. With PeachTeach, we have a system that is directly aligned with this culture and gives us proper control over team members' learning and development. The GEMacademy team is always on hand to help us explore the latest Peachy ideas and how we can adapt the system to deliver them."