

Propel info

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Peach Pub Company reported 20% drop in staff turnover with learning management system: The gastro-pub operator Peach Pub Company has reported a 20% reduction in staff turnover after using GEMacademy, the learning management system from HospitalityGEM, the guest experience management company. HospitalityGEM introduced its GEMacademy system into the company, branding it PeachTeach for Peach. The operator said all its requirements for its training system were fulfilled, new starters are now quickly introduced to Peach culture using materials that are unique to the company, and managers are able to ensure all staff members are fully trained on what they need to know, from COSHH ("control of substances hazardous to health") 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". Nicolette Glashan, project manager at Peach Pubs, said: "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."