


Propel info

 @paulcharity1



CPL Training - the sector's leading provider of face-to-face training and e-learning - [CLICK HERE](#) - to find out more

Edited by Paul Charity, named second most influential sector journalist by research and insights firm Allegra Strategies

HospitalityGEM appoints first learning technologies manager to develop GEMacademy:

Guest experience management company HospitalityGEM has appointed Laura Lee-Gibbs as its first learning technologies manager to oversee its learning arm, GEMacademy. HospitalityGEM said the appointment would help the business capitalise on its expertise in measuring the guest experience by “integrating the use of targeted learning activities to help clients improve performance”. In addition to overseeing GEMacademy, Lee-Gibbs’ role will involve project management of learning platform upgrades and integrations, as well as managing third-party suppliers to develop creative solutions for hospitality businesses.

HospitalityGEM managing director Steven Pike said: “Laura’s appointment and experience allows us to build more complete support throughout the Guest Experience Management cycle – by engaging with individuals as well as managers, and by aligning learning with performance.” Lee-Gibbs has joined HospitalityGEM from technology company BigHand, where she was a senior project manager for almost five years.