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Pubs behind on training

A new poll has shown customers believe bars and wet-led pubs are trailing the rest of the sector in terms of training their staff.

The survey by Hospitality-GEM found 35% of respondents felt independent restaurants had the best

trained staff, 27% favoured chain restaurants and 22% hotel restaurants. Only 6% of diners feel bars and wet-led pubs have the best trained staff.

When asked which area of service needed the most improvement for each sector, 'communication style' was cited as most important.

Overall, 96% indicated that effective staff training has an impact on their spending when dining out.

More than 50% said they would have increased their spend on a quarter of visits if staff were better trained.

6%

respondents who think pubs have best trained staff