

PocketTrainer expands from hospitality-tech platform to a full-service hospitality training partner

The company's recent service expansion adds three major service components: ready-made hospitality courses, custom content creation and outsourced training management.



Dubai, United Arab Emirates May 16, 2025 ([Issuewire.com](https://www.issuewire.com)) - PocketTrainer has expanded beyond its origins as a hospitality LMS provider to offer 360° training services, an important shift for the hospitality training sector. This investment indicates the direction PocketTrainer chose to tackle a critical gap in the market where technology alone hasn't solved the industry's persistent training challenges.

From being a platform for F&B outlets to partnering with hospitality leaders

Since its launch in 2021, PocketTrainer has been known for its [hospitality e-learning platform](#) designed specifically for restaurants, hotels, and bars. The company's recent service expansion adds three major service components: ready-made hospitality courses, custom content creation and outsourced training management.

"We realised that providing the technology was only solving half the problem," explains Janos Laszlo, PocketTrainer's founder. "Our clients had the tools to deliver training, but many still struggled with creating quality content and managing training programs alongside their day-to-day operations."

The company's expanded offering now includes a team of hospitality training specialists, content creators, designers and L&D professionals who work directly with clients to develop and maintain comprehensive training programs. This positions PocketTrainer as one of the first companies to offer truly simple hospitality training solutions that address the industry's tech and content issues.

What was the content creation problem hospitality businesses were facing?

Creating effective training content has long been a struggle for hospitality professionals. Generic materials fail to capture the unique elements of each process, while developing custom content in-house requires time and expertise that many businesses lack.

PocketTrainer's custom training content development for hospitality service aims to bridge this gap by creating tailored materials that match each client's brand, service standards, and operational procedures.

As an example, every restaurant, hotel, and bar takes a unique approach to wine service. While the wine service at a fine-dining establishment differs completely from that at a casual bistro, both need effective hospitality training manuals that reflect their specific standards.

The content team develops everything from detailed restaurant training manuals to interactive modules covering service standards, compliance requirements, and working processes. All materials are fully branded to the client's specifications and designed for mobile-first delivery through the company's hospitality LMS.

Ready-made solutions that help you immediately

For businesses needing immediate training resources, PocketTrainer has expanded its library of ready-made [hospitality training courses](#) covering essential skills and compliance topics.

"Not everything requires customisation," explains Janos. "Food safety standards, basic service techniques, and compliance requirements are fairly consistent across the industry. Our accredited ready-made hospitality training courses address these universal needs while allowing businesses to focus their customisation efforts on the elements that truly differentiate them."

These courses provide a foundation that businesses can implement immediately, particularly for new staff onboarding or compliance training. The library includes modules specifically designed for restaurants, hotels, bars, and cafes, acknowledging the different operational requirements of each sector.

How does PocketTrainer help you and your team with training?

PocketTrainer's move into outsourced training management for hospitality businesses is the most significant expansion. This service provides clients with a functional L&D department that handles all training program development and management aspects.

Most hospitality businesses recognise the importance of training but lack dedicated personnel and expertise. It is not only the dedicated trainer that is usually missing, but also the professional content writers, graphic designers, and video editors. The outsourced training management for hospitality service fills that gap, providing expertise without the overhead of several full-time positions.

The service includes regular content creation, updates, training schedule management, follow-ups, progress tracking, and reporting. For multi-location businesses, it ensures site consistency while allowing for location-specific adaptations where necessary.

The staff retention crisis

A driving factor behind PocketTrainer's expansion has been the industry's ongoing struggle with staff retention. Effective training consistently ranks among the top factors in employee satisfaction and longevity, particularly with younger workers.

The data shows that well-designed training programs are among the most effective restaurant staff retention strategies. When staff see a clear development path and receive the support to progress, among valuable certifications, they're significantly more likely to stay with the company.

PocketTrainer works with clients to develop structured career paths supported by appropriate training interventions at each stage. This unique approach to development serves as one of the most powerful restaurant staff retention strategies available to operators in today's challenging labour market.

A combination of tech and expertise at one click

While expanding its service offerings, PocketTrainer continues to enhance its technology platform. Recent updates to its [food and beverage training solution](#) include enhanced analytics, integration capabilities with major HR systems, and expanded mobile functionality.

As we all know, technology remains the foundation for every area. In hospitality, PocketTrainer's effective food and beverage training solutions combine tools with relevant content and expert implementation. That's the gap they're filling with their expanded services.

The platform specialises in mobile-first delivery, acknowledging that most hospitality staff don't work at desks with computers. This focus on accessibility has made PocketTrainer particularly popular for online training for restaurants, where staff typically have limited time between shifts to complete training activities.

Simplifying the complex parts of running a hospitality business

Hospitality training has traditionally been fragmented across multiple systems and approaches, creating complexity for managers and staff. PocketTrainer's integrated approach aims to deliver simple hospitality training solutions that the industry has long needed.

Training in a typical restaurant or hotel operation touches everything from compliance to service standards to product knowledge. Yet many businesses approach each element separately, creating unnecessary complexity and inconsistency.

By combining technology, content, and management under one roof, PocketTrainer allows clients to consolidate their training functions. This combo approach is particularly useful for businesses implementing online training for restaurants and hotels for the first time, as it eliminates the need to piece together solutions from multiple providers.

What can we expect next?

As PocketTrainer expands its service offering, the [hospitality LMS](#) component remains focused on the specific needs of the hospitality industry. Rather than broadening to serve other sectors, it continues to deepen its expertise in restaurants, hotels, and food service operations.

"Hospitality has unique training challenges that require specialised solutions," concludes Janos. "Focusing exclusively on this industry, we've built a deep understanding that generic training providers simply can't match."

This industry-specific focus, combined with the expanded service offering, positions PocketTrainer to address the full spectrum of hospitality training courses needed by hospitality businesses today. From technology to content to management, the company offers a holistic approach to staff development in an industry where the human element remains the defining factor in success.



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