



April 2015

# Hospitality Hotline

Connecting the industry through  
Advocacy, Education and Partnerships

## News from... THE BOARD OF DIRECTORS

### New Members

#### Active

Buddy's OC Crabs & Ribs  
Pickles  
Pizza Tugos  
South Bridge Apartments

#### Allied

Arundel Elevator  
Funcade  
PKS & Company  
Ridgeview Builders  
Sysco Guest Supply

### Time to Dine Out!

Restaurant Week returns this month, beginning on April 19th and running through May 3rd. If you are a restaurant and would like to participate, give us a call at 410-289-6733 or email: [inquire@ocvisitor.com](mailto:inquire@ocvisitor.com). [oceancityrestaurantweek.com](http://oceancityrestaurantweek.com)

### Hospitality Supervisor Survival Kit

The next session of the EARN grant class will take place on April 20, 21, 27 & 28 from 4:30-6:30pm at the Dunes Manor. The course is in partnership with Wor-Wic, OCHMRA and the Chamber & EDC and will focus on uncovering customers unique needs by providing guests with outstanding guest service. Additionally, students will discover how to work effectively as a team and survive the seasonal stress. To register, call Lee Ann Gunning at Wor-Wic at 410-334-2815.

## 2015 Trade Show a success!

On behalf of the Board of Directors and Past Presidents, THANK YOU to the Allied Members who purchased exhibit booths, Active & Associate Members who attended the Expo and to the many volunteers who helped make the Expo a true success. The Travel Channel's Hotel Impossible host, Anthony Melchiorri, was a huge hit and certainly "wowed" the audience with his helpful hospitality tips. If you were not able to attend the seminar and would like a copy of his powerpoint, let us know and we'll send it to you!  
MARK YOUR CALENDARS FOR 2016 – MARCH 6 & 7!



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## TO OUR VOLUNTEERS: WE THANK YOU!

Pat Ambler-Perry- Boardwalk Hotel Group  
Danelle Amos- Beachwalk Hotel  
Helen Arthur  
Amy Bennetta - Associated Insurance Centers  
Christie Boden- Clarion Fontainebleau  
Joel Brous- Flamingo Motel  
Viola Candeloro - Ocean Terrace Apts  
Scott Dahlberg- (Retired) Wor-Wic Community College  
James Davis - Eastern Shore Brewz Cruze  
Michael Day- (Retired) Town of Berlin  
Annemarie Dickerson- Francis Scott Key  
Mary Eastman- Cayman Suites Hotel  
Mark Elman- Clarion Fontainebleau  
Kathy Enste - Clarion Fontainebleau  
Will Evans - The Insurance Market  
Whitney Fasano - La Quinta Inn & Suites  
Reba Felty- Comfort Inn Gold Coast  
Stefanie Gordy - Salisbury University  
Sandy Hale- Hale Miller Group  
Jen & Dan Hallon- MAD Engineering  
Pat Harman- Commander Hotel  
Shelly Harwood- Seabay Hotel  
Michael Hayes - Commander Hotel  
Anna Hobbs - Trimper's Rides  
Marie Hopper - Holiday Inn Express & Suites North  
Madalaine & Harry How- MAD Engineering  
Scott Hudson - Trimper's Rides  
Patricia Ilczuk-Lavanceau- Comcast Spotlight  
Suzanne Jackson - Commander Hotel  
Nancy & Bruce Jones- Gregory & Associates

Stan Kahn - (Retired) Carousel Resort Hotel  
Dean Langrall- Boardwalk Hotel Group  
Jeff LeVan - (Retired) Baltimore Sun  
Laura Lockwood- The Paper People  
MaryAnn Manganello- Downtown Association  
Alexandra Marginean - Princess Royale  
Suzie & Craig Mc Elroy - Gregory & Associates  
Chris Pappenfort - Princess Royale  
Dan Podsela - Expedia, Inc.  
Nina Railean - Expedia, Inc.  
John Reho - Trimper's Rides  
Chuck Scott - TD Digital Printers  
Renee Seiden- Clarion Fontainebleau  
Dave Shaffer - Comcast Spotlight  
Patricia Smith - Castle in the Sand  
Marge Steele - Dunes Manor  
Martha Strickland - Princess Royale  
Tom Tawney - Cayman Suites Hotel  
Rebecca Taylor - Captain's Table  
Bob Torrey - Happy Jack Pancake House  
Katie Turner - Comfort Inn Gold Coast  
Charlie Twigg - Trimper's Rides  
Rosen Valchev - Trimper's Rides  
Jay Warrington- Northeastern Supply  
Ryan Wilde - Best Motels  
Mike Wood- MAD Engineering  
Cheryl Wood- The Washington Post



**To view the pictures from the Trade Expo....  
click here!**



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## IN ADORING REMEMBRANCE: *Rose Brous*

*From Rose's anointment as Worcester County Woman of the Year*



Today we honor a special lady. Rose Brous, a woman who has set an example for other women by being a role model in excelling in different careers. Rose Brous is honored as the 2015 Woman of the Year for her life as a wife, mother, teacher, business woman and even as a laundress! Rose was born and raised on a farm in Somerset County. When she graduated from Wicomico High School in 1956, she rushed to Ocean City, just as countless scores of young people have done throughout the years. As a waitress at the Embers Restaurant, she met, George, the man who would become her future husband. Rose returned to Salisbury, graduated from Salisbury State Teachers College and began

a teaching career in Baltimore County.

In 1962, she took a job with the Department of Defense to teach overseas in dependents' schools. Assigned to the Army as a civilian, she taught the children of our service men and women in Europe. While she knew she was being sent to Germany, she did not expect to be sent behind the wall in West Berlin. She could not see the people on the other side of the Wall, but she did see the closed churches and buildings and the East German soldiers ready to shoot at any given moment. Rose witnessed history in the making. She will never forget the heart wrenching anguish of the Berliners, knowing they were separated from family and loved ones. In West Berlin, it was rumored that at that time there were 25,000 American soldiers surrounded by half a million Russians.

After two years of teaching overseas, she returned to her first two loves: Ocean City and her dear George Brous. George had bought the Flamingo Motel. After they married, she began a life as a part-time laundress and full-time school teacher. George and Rose were blessed with two sons, Nick and Joel; but when the boys were only 10 and 7, George was killed in a tragic boating accident in the bay. Without a man by her side, Rose was forced to join the legions of women who ran the hospitality business in Ocean City.

She rose to the role of President of the Ocean City Hotel-Motel-Restaurant Association, where she served on the Board. In 2006, she was crowned Queen of the Mardi Gras for personally raising more than \$30,000 for Hurricane Katrina victims. She served on the boards for the Ethics Commission of Ocean City, Delmarva Republican Women's Club and Wor-Wic Community College. Rose taught Sunday School to junior and senior high school youth at the Atlantic United Methodist Church in Ocean City. Rose assisted Atlantic General Hospital with its fundraisers and was an avid supporter of the Worcester County's Commission for Women's McGuffey summer reading program, sponsoring a classroom of books for each of her four grandchildren attending Ocean City Elementary School. Son, Joel, is managing the motel and Rose is back in her favorite place, you guessed it--the laundry room. Rose lives by the following words: **"It is nice to be important, but is more important to be nice!"**

Son, Nick, lives in Upper West Side of New York and works in advertising but is now pursuing a career in accounting and hopes to become a CPA.

Today, we honor Rose Brous as our 2015 "Woman of the Year". A "Woman of the Year" plaque is displayed at the Snow Hill Government offices with the inscription: "These women have been honored as positive role models and for their long-term contributions to the people of Worcester County".

Condolences to Joel, Nick & Rose's loving companion, Coleman Bunting.



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Welcome to **Tubby Kubik**, new Account Representative for **Chocklett Press**. Congratulations to **Mark Mayers, Harrison's Harbor Watch**, for winning the Inaugural ACF Cutting Edge Award. Congrats to **Michael Hayes**, who is now the GM at the **Commander Hotel**. **Tom Quinn** is moving up to front office manager at **Dunes Manor**- congrats! **Madison Beach** on acquiring & renovating South Bridge- progress looks great! Congrats to **Matt Brown**, who joined **Real Hospitality Group**. **HD Supply** has welcomed new employee **Meg Lauridsen**. **Touch of Italy** has welcomed **Dana Ferreri**, special events & catering, to their expanding team. A warm welcome to **Amy Kelly**, who is now an administrative assistant at **Fager's Island**. Welcome to **Nima Vaez-Zadeh**, who has joined the team at **Booking.com**. **Megan Rynkiewicz, Burgundy Inn**, welcomed a baby boy to the family! **Dunes Manor** also welcomes **Erin McLaughlin**, as sales coordinator.

## Condolences

Sympathies to **Marie-Noelle Sayan, King Charles Hotel**, on the passing of her husband John's, father. Condolences to **Will Lynch & Family, The Commander Hotel**, on the passing of Eleanor Abbott, grandmother to Will and Mother of Linda. Condolences also to **Brian Pfeifer, Payce**, on the loss of his mother, Mary Lois Pfeifer. Condolences also to the family of **Gary Crayton of Kelly's Ice Cream & Coffee Shop and Kelly's Sandbar**.



[CLICK HERE FOR WORCESTER COUNTY TOURISM 2014 TOURISM REVIEW](#)

# TOURISM REVIEW 2014

## 2015- INTERNATIONAL STUDENT WORKFORCE CONFERENCE

### EMPLOYERS & MANAGERS

The summer season is just around the corner - Are you prepared ??

- New regulations for international students are now in effect. *How will these regulations affect your business?*
- Enhancing the cultural experience through planned events
- Outreach programs
- Storm & Safety program updates
- Housing

Everything you need to know about hiring international students from the people who know it best. Plus, you will have the chance to meet

representatives from the sponsoring organizations that connect international students with employers.

**Who should attend?** Owners, Managers, Human Resources & Payroll Personnel

**Location:** Princess Royale 91st St - Ocean City, MD

**Date:** April 9th - 2015

**Time:** 8:30 am - 1:00 pm; Check-In 8:00 AM, Conference Begins 8:30

**Cost:** FREE! Includes plated breakfast

\*\*Please RSVP no later than Friday, April 6. Click here or call the Chamber at 410-213-0144 ext. 104



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## Planet Maze announces the date for its 20th Anniversary Party

The public is invited to join Planet Maze on Saturday, May 2 for a birthday party commemorating its 20th anniversary. Both new and long-time Planet Maze customers are invited to join the Thaler, Albright, and Gordon families, and their employees, in celebrating this monumental occasion.

The party will be held from noon until 2pm and will feature complimentary laser tag (ages 8 & up), climbing maze (ages 10 & under), and mini golf (all ages). Pizza, cake and soda will be served.



HMRA Members- the 4th Annual Komen Maryland Ocean City Race for the Cure® is right around the corner. On Sunday, April 19th, the Ocean City Boardwalk will be flooded by a sea of pink and we want you to be a part of this amazing event! The Race Village in the inlet parking lot opens at 7 a.m. with music, food, sponsor tables, and a Survivor Parade, and the starting whistle for the Race blows at 9 a.m.

\*New for 2015\*—a "Beachwear Dash" theme, so don't forget your coolest beachwear—maybe some flashy shades, a fun inner tube or a pair of neon flip

flops—and show off your best Ocean City look for a chance to win prizes!

In addition to Race day activities, two local businesses will be holding family friendly pre-Race fundraising events including:

- Planet Maze: 2 hour unlimited play Lasertron, Climbing Maze, and outdoor mini golf (weather permitting) on Saturday, April 18, 2015 1-3 p.m. Cost is \$15 per person (Planet Maze will donate half of all proceeds to Komen Maryland).
- The Carousel Hotel: Skate for the Cure on Saturday, April 18, 2015 from 3 – 5 p.m. Cost is \$10 per person including skate rental (The Carousel will donate all proceeds to Komen Maryland).

To volunteer, start a team, join a friend's, or register as an individual, visit [www.komenmd.org/OC](http://www.komenmd.org/OC)

GREATER OCEAN CITY  
**CHAMBER**  
BUSINESS  
EXPO



2015

**THURSDAY, APRIL 2**  
**CLICK FOR**  
**MORE DETAILS!**



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## MGH SEASON KICK-OFF

Join the Town's Ad Agency, MGH, for a review of the upcoming Ad campaigns.

Tuesday, April 21

11 AM

Ocean City Convention Center

RSVP to [inquire@ocvisitor.com](mailto:inquire@ocvisitor.com)

## February Dinner Meeting Photos

Photos by KRR  
Photography



Salvatore Fasano Jr. &  
Peter Fasano,  
La Quinta Inn & Suites

Patricia Stolba, Kelly  
Fox, OC Florist, Deborah  
from Lanterna Wines,  
Sharon Shaffer, HD  
Supply, Michael Hayes,  
Commander



Nora Campbell, Ripley's Believe  
it or Not!, Pat Ambler-Perry,  
Boardwalk Hotel Group, Marge  
Steele, Dunes Manor, Kathy Enste,  
Clarion Fontainebleau, Sue Ettz,  
Harrison Group



Guests enjoyed hand-pulled  
mozzarella



*Click here for more!*