

# Member Message

FROM EXECUTIVE DIRECTOR SUSAN L. JONES

This is probably the hardest member message I've ever written - Jayne Sawyer's passing will surely leave a void for OCHMRA. For 20 years, her friendly phone voice was heard by so many members and visitors. Her upbeat, positive attitude, and warm smile at dinner meetings immediately made all feel welcome. Cards of condolence can be sent to her husband, Pete Sawyer at 9723 Stephen Decatur Hwy OC, MD 21842.

Helping our members connect was always paramount to Jayne and it continues to be a primary mission of our group. We've launched the new **Member Marketplace** on our site, OCVisitor.com. This is a great spot to share member only deals to other members - create a little extra business and, we created this as a revenue generator for OCHMRA with a minimal \$50 charge. To sign up, simply email susanjones@ocvisitor.com. As always, we appreciate your support! Happy Fall! 😃



### WELCOME NEW MEMBERS

### **ASSOCIATE**

Sea Rocket searocket.com

### ALLIED

Diversey diversey.com

**Imperial Dade** imperialdade.com

Otis Elevator otis.com/en/us

R & R Coatings rrcoatings.com

### **DATES FOR YOUR CALENDARS**

**MD Travel & Tourism Summit** Nov. 8 - 10

### **Storm Warriors 5K**

Nov. 11 - 9am Ocean City Life-Saving-Station Museum

### **Diakonia Turkey Trot**

Nov. 23 - 8am S. Atlantic Ave. & the Boardwalk

# **OCHMRA** Networking Dinners 6pm to 9pm

November 16 BLU Crab house & Raw Bar

December 14 Ashore Resort & Beach Club

> January 18 <u>Vista</u> Rooftop

February 15 Princess Royale

April 18 Harrison's Harbor Watch











# **Hospitality Highlights**

### WARM WELCOMES & CELEBRATIONS

Please join us in welcoming **Nicole Olsen** as the new OC Tourism Department Sales and Partner Relations Manager!

Congratulations to **Dr. Erinn Tucker-Oluwole** who has become the new Department Chair for Hospitality and Tourism Management at **UMES**. **Ethan Knight** is joining the **Hilton Garden Inn OC Oceanfront** team and taking over all marketing efforts for them! Lastly, a warm welcome to **Sarah Dierks**, who joined the **Hyatt Place Ocean City Oceanfront** as their new Assistant General Manager.

A big congratulations to the **Ashore Resort & Beach Club** for the beautiful redesign of their hotel and the grand opening of their newest restaurant, the Tideroom! We are pleased to announce that our Travel Hub at the **Junior Achievement Center** is nearing completion. We would like to send a big thank you to **Jolly Roger Amusement Park** for their generous donation of items, to **Mike Watts, Noovis**, for his assembly skills and **Residence Inn** for table, stools and monetary donation!

### SAD GOODBYES

We extend our deepest sympathies to **Tara Nunan**, **DoubleTree by Hilton**, on the loss of her sister. Our condolences also go out to **Melissa Bunting**, whose grandfather, **Waldo Leonard Sterling Hansen**, **Jr.**, passed away earlier this month. Mr. Hansen was the owner and operator of several restaurants, including **Captain's Galley II**. **Casey E. Robinson**, Vice President and Regional Branch Manager for **Taylor Bank** has also passed away. Condolences to Pete Sawyer on loss of his wife, **Jayne Sawyer**, who had been a valued member of our team at the **OCHMRA** office since 2003.

## BEHIND THE BOARD - GARVEY HEIDERMAN

The Ocean City hospitality industry is one that spans many generations. **The Hobbit Restaurant** is a shining example; our First Vice President, **Garvey Heiderman**, continues the tradition his father, Tommy, started in 1977. As owner and operator of The Hobbit, Garvey started his restaurant career at the age of 5 when he and his brothers did whatever was needed. His father instilled the value of hard work in them as they began with the "tough stuff" like dishwashing, prepping, and cooking before moving into the lucrative tipped positions.

Growing up on the shore has provided opportunities to enjoy the sense of community that comes with our special spot. He recently stated, "Many of the previous generations have helped me in various ways during the past ten years of me operating The Hobbit on my own and I am very appreciative of that."

After attending Worcester Prep, Garvey traveled to play lacrosse at the University of Pennsylvania. Once returning to work in the family business, Garvey joined forces with other like-minded folks to develop a compost business. Ocean Compost has now grown to include 25 local businesses. To learn more, www.gogreenwithoc.org.

In his spare time, Garvey likes to travel, hike, solve puzzles, and go to concerts. He even finds time to occasionally coach lacrosse at Worcester Prep.

# Tips for the Trade

MARYLAND TOURISM



EDUCATING, INSPIRING, EMPOWERING

OWINGS MILLS . NOVEMBER 8-10, 2023

### Last Call to Register!

The Maryland Travel & Tourism
Summit (MTTS) is Maryland's
annual tourism industry conference
that brings together all sectors of
the hospitality industry where
business and public sector leaders
convene, network, and learn new
strategies to advance Maryland's
Tourism industry.

November 8-10 in Owings Mills

Click here to Register MDTourism.org

# OCHMRA MEMBER MARKETPLACE



Reach other OCHMRA Members by offering Member only deals through our portal. \$50 to sign up, email susanjones@ocvisitor.com



To keep you in the loop with the OC Tourism, read their latest news

SEPTEMBER NEWSLETTER







# **Member Mentions**

#### **OCRV Show**

Join Us On an Exciting Journey at the OCRV + Van Lifestyle Show in Ocean City, MD Oct 12-15! Experience a Thoughtfully Curated Lifestyle Event Fusing Adventure, Education, and Luxury in One Spectacular Venue. Explore Brand-New RVs, Test-Ride Cutting-Edge E-Bikes, Discover Exciting Paddle Sports and Powersport Models, and Learn From Experts and Adventure Enthusiasts - All Under a Single Roof! Click here to learn more.

### **Junior Achievement Center Progress**

After many months of hard work and assistance in designing the space, we are thrilled to announce that our storefront is nearing completion! This past week we started decorating the space to build out the look of our hotel and restaurant walls. A big shoutout to **Abbi Custis** who designed and donated a surfboard to the center, **Plak That** who designed our beautiful sign, and **Victoria Letcavage** for providing the photograph of the Residence Inn's front desk, which will be utilized as our "Hotel Lobby" setup - check out her other work <a href="here">here</a>!

We are still accepting donations from businesses that the students can "buy". After a day in the center, students are able to "buy" items with their pretend money - a great way to promote your business! See pg 16 or email susanjones@ocvisitor.com if you would like to donate any items!

Mark your calendars to join us at the Ribbon Cutting Event to celebrate the opening of the Perdue Henson Junior Achievement Center on October 26, 2023, at 10 a.m.







# **Industry Insights**



# Take Action on Issues that Matter the Most

HotelsACT was created to enhance hoteliers' ability to influence policy debates by focusing on the economic impact of the lodging industry across the country. It enables members to take immediate action on important legislative initiatives through concise emails delivered instantly to your representatives urging their support of lodging-friendly positions.

Click here to register for HotelsACT.



# Be part of the 2024 OC Keycard Holder!

This 28-page 4x6 holder is given complimentary to hotels to insert plastic guest keys (if you want a supply for your hotel, let us know!) 300,000 copies were printed in 2023.

If you are a restaurant, attraction, or want to reach hotel guests, be sure to add our OC Keycard Holder to your advertising plans - reach guests directly in this highly effective guide while supporting the OCHMRA!

Call us at (410) 289-6733 to reserve your 2024 space!





# **Business Briefs**

## Stay Informed of Ocean City's Special Events

The town of Ocean City recently launched a new app for Sunfest and other future events happening in town. It's brand new for this year and the build-out in terms of capabilities and user value continues to grow. This has all the latest and greatest info about Sunfest and will act as the live program book for the event.

https://oceancity.ourloyaltyapp.com/lists/48

This app will also be used for Winterfest, Springfest and other key future Town events!





### Save Tip\$ - Tip Credit Under Attack -

The news is true: The city of Chicago voted to eliminate the tip credit for full-service restaurants.

The national activist group "One Fair Wage" has been selectively choosing jurisdictions around the country to push their agenda of eliminating the tip credit - and Montgomery County is their next target.

Make no mistake, this bill will pass and then spread statewide if Servers, Bartenders, Owners, and RAM do not take action. When employees and owners work as one and loudly voice their opposition, we can win!

We cannot allow a national activist organization to speak for the hardworking, tipped employees in our industry. Servers do not want and are not asking to eliminate the tip credit. The Montgomery County Council must hear from Servers loud and clear that they make more money under the current tipping system and that an outside activist group does not represent their interests.

The Restaurant Association of Maryland will not negotiate on this issue. Eliminating the tip credit is bad policy and will have a tremendous negative impact on the livelihood of Servers, Bartenders, and other tipped employees.

Every restaurant and every tipped employee must stand up to help our peers in Montgomery County defeat this legislation. We have an obligation to our industry and our employees. Join us in the fight and see it through to the end. <u>Click here: Save Tip\$</u>



Coming January 12-14, Dreamfest returns to OC for three unforgettable days filled with a vibrant fusion of music, captivating history tours, powerful commemorative speakers, and exuberant celebrations all around Maryland's Coast. We are assisting the Town of OC Tourism office in creating special hotel packages, restaurant creations showcasing ethnic foods and recipes, jazz brunches, or anything else you can come up with to celebrate and honor Dr. Martin Luther King, Jr.'s enduring legacy and the vision he had for a world united in equality and peace.

Send your creations, packages to us at susanjones@ocvisitor.com.

# **Credit Card Competition Act**

Restaurants face significant operating expenses, with credit card transactions being one of the largest costs. Over the past decade, processing fees have nearly doubled, and in the last year alone, they have increased by almost 20%. Unfortunately, the lack of competition among credit card companies, which currently dominate about 80% of the market, has contributed to the continuous rise in processing fees.

The proposed Credit Card Competition Act aims to address this issue by mandating the inclusion of at least two competing processing networks on every credit card. This legislation would foster increased competition, resulting in reduced swipe fees, enhanced security, improved service, and substantial cost savings for businesses, including restaurants, and consumers. It is estimated that this initiative could potentially save approximately \$15 billion annually. Click here to read more about the Act.

### **Business Input Meeting**

The Regional Workforce Partners have decided to meet twice a year to do the following:

- Get input from the businesses/employers on current workforce challenges
- Have the organizations inform on any of the challenges that they are working on
- Provide resources that may be available for some challenges
- Create a plan to mitigate the challenges that we can

The meeting for this year will be on November 2nd; please see the invitation on pg 10.



## **Ocean City Holiday Event Ideas**

The Town is actively working towards transforming Ocean City into a sought-after holiday destination, offering a wide range of family-friendly and entertaining activities for everyone to enjoy. If you have any exciting ideas for the upcoming holiday season, we encourage you to reach out to Heather Wiles, the town's Special Events Coordinator, by emailing HWiles@OceanCityMD.gov or calling (410) 520-5182.



# **Community Connections**





# RESTAURANT BOOT CAMP

Oct. 2nd-Menu Strategy

Oct. 16th-Profit Builders

Oct. 30th-Guerilla Marketing

Nov. 13th-Dashboards &

Reports

(Individual Consulting with Instructor)

From 2:00 pm-4:00 pm in person at the Ocean City Library (free parking behind library) Cost \$100.00 per person (Scholarships available)

Questions contact:
Betsy Cooper, 410-543-6516
bfcooper@salisbury.edu

**REGISTER HERE** 









Rick Leibowitz, SBDC
Director/ Business
Consultant with
30 yrs Restaurant
Experience

THE MARYLAND SBDC PROGRAM IS FUNDED IN PART THROUGH A COOPERATIVE AGREEMENT WITH THE U.S SMALL BUISNESS ADMINISTRATION, STATE OF MD, AND SALISBURY UNIVERSITY. ALL OPINIONS, CONCLUSIONS OR REOMMENDATIONS EXPRESSED ARE THOSE OF THE AUTHORS FOR PERSONS WITH DISABILITIES WILL BE MADE IF REQUESTED AT LEAST TWO WEEKS IN ADVANCE. CONTACT BETSY COOPER AT BFCOOPER@SALSIBURY.EDU TO MAKE ARRANGEMENTS FOR THOSE WITH DISABILITIESOR SPECIAL NEEDS.



# STEEL BLU VODKA

Care Package Project

# OCTOBER 8TH FROM 11AM-4PM AT THE OCEAN PINES YACHT CLUB

# HI EVERYONE!

We are fully committed to our purpose by providing hand crafted care packages to ship out to our troops here in the U.S. We just need YOUR HELP to come build them with us!

# Here's how it works:

We are providing all of the items for the care packages. Everyone (the kiddos too!) is welcome and encouraged to come help us build the packages to ship off to our heroes.

# LIVE ENTERTAINMENT BY CUP O' JOE | HAPPY HOUR FOOD & DRINK SPECIALS | GIVEAWAYS | GAMES & RAFFLES



DAY-OF REGISTRATION AND PRE-REGISTRATION PACKET PICKUP WILL OPEN
AT 8:00 AM. THE GUN WILL GO OFF AT 9:00 AM!
OUR 5K RUN/WALK WILL TAKE PLACE RAIN OR SHINE.
AWARDS WILL TAKE PLACE DIRECTLY AFTER THE RACE.

THERE AND BACK ON THE BOARDWALK STARTING AT THE INLET

**REGISTER HERE** 



HOSTED BY REGIONAL WORKFORCE PARTNERS





# **BUSINESS INPUT** MEETING

00000

You are invited to attend! Join us to discuss current workforce challenges and get updates from local organizations.

# THURSDAY, **NOVEMBER 2**

10:00 AM - 12:00 PM

**LOWER SHORE WORKFORCE ALLIANCE** 31901 TRI-COUNTY WAY. SALISBURY, MD 21804



× × ×

For more information call 410-632-3112

**RSVP Online - Flyer Linked** 





Contact us at marketing@trimperrides.com to secure your spot at this highly anticipated event! Help us spread joy during this wonderful time of the year!



# 2nd Annual





THURSDAY NOVEMBER 23 REGISTRATION AT 8 AM WALK/RUN AT 9 AM

# Sponsorship Levels

# Harvest Sponsor - \$2000

\*Includes 20 Walkers, large logo on t-shirt, exhibitor table on day of event, social media recognition, banner in registration area (banner provided by sponsor) and signs on walk route (signs provided by sponsor)

# Autumn Sponsor - \$1000

\*Includes 10 walkers, logo on t-shirt, Social media recognition, banner in registration area (banner provided by sponsor) and sign on walk route (sign provided by sponsor)

# Turkey Sponsor - \$500

\*Includes 5 walkers, social media recognition, and sign on walk route (provided by sponsor)

# T-shirt Sponsor - \$100

\*Includes 2 walkers and Logo on event T-shirt

For more informaion and sponsorship forms reach out to Ken Argot at kargot@diakoniaoc.org





# SPONSORSHIP RESERVATION FORM

DEADLINE November 3<sup>rd</sup>, 202

### **RESERVE YOUR SPOT TO SUPPORT OUR COMMUNITY!**

### YOUR SUPPORT IS GREATLY APPRECIATED!

Sponsorship Levels Harvest Sponsor: \$2,000	
Autumn Sponsor: \$1,000	
Turkey Sponsor: \$500	
T-shirt Sponsor: \$100	

## **Sponsorship Reservation Information**

Name of Business:		
Contact:		
Mailing Address:		
Contact Cell #:	Email Address:	

## **Payment Information**

I will be mailing Check # \_\_\_\_\_ Mail Form and Check to: Diakonia, Inc. PO Box 613 Ocean City, MD 21842

To reserve sponsorship – contact: Ken Argot (410) 213-0923 <u>kargot@diakoniaoc.org</u> Questions: Amy Ginnavan - seasidecounseling@gmail.com

Diakonia Inc. 12747 Old Bridge Rd Ocean City, MD 21842

Phone: 410-213-0923 Website: https://diakoniaoc.org/



# Harvest Sponsor - \$2000

20 Walkers
Logo on event T-shirt
Exhibitor table on day of event
Social media recognition
Banner in registration area (Banner must be provided by sponsor)
Signs on walk route (Signs must be provided by sponsor)

# Autumn Sponsor - \$1000

10 walkers
Logo on event T-shirt
Social media recognition
Banner in registration area (Banner must be provided by sponsor) Sign on walk route (Sign must be provided by sponsor)

# Turkey Sponsor - \$500

5 walkers Social media recognition Sign on walk route (Sign must be provided by sponsor)

# T-shirt Sponsor - \$100

2 walkers Logo on event T-shirt

To reserve sponsorship – contact: Ken Argot (410) 213-0923 <u>kargot@diakoniaoc.org</u>

Questions: Amy Ginnavan - <u>seasidecounseling@gmail.com</u>

Diakonia Inc. 12747 Old Bridge Rd Ocean City, MD 21842

Phone: 410-213-0923 Website: https://diakoniaoc.org/

# Worcester County History Month



OCTOBER 2023

**All Month Long | Fall Photo Opportunity | Free |** Grab a family photo in front of our display of fall flowers, pumpkins, and our 2.5-ton anchor! Located on the Boardwalk next to the museum.

**All Month Long | Annual Spirit Award Nominations | Free |** Do you know someone who has helped preserve local history? If so, we invite you to nominate them for the Spirit Award. Both individuals and organizations are eligible. Please visit ocmuseum.org for nominee requirements.

Mondays | History of Our Surfman | 1:00 PM | With Paid Admission | Come meet Keeper Allan and learn about life as an Ocean City Storm Warrior.

Tuesdays | History & Mystery of the American Eel | 1:00 PM | With Paid Admission | Join us as we delve into the mysterious life of eels.

October 7 | Petticoat Regime Performance with the Ocean Pines Players | 11 AM | Free | This performance will offer a glimpse into the lives of four women responsible for running some of Ocean City's largest establishments in the 1920s. These industrious figures helped build the town of Ocean City into the bustling destination it is today.

October 9-15 | Locals Week | Free Admission | We are offering free admission to all Eastern Shore locals. If you live on the Delmarva Peninsula, stop by and enjoy the museum free of charge!

October 12 | Authors Day | 11 AM-1 PM | Free with Paid Admission | Meet authors Bunk Mann and Joanne Guilfoil with their books "OC Chronicles" and "Chickens on Delmarva: 100 Years of Backyard Flocks, Farms, and Friends".

October 14 | Harbor Days at the Docks | 10:00-3:00 PM | Free | You can visit us at Harbor Days on the docks. This event features artisan exhibits, seafood cooking demonstrations, tales of the sea, children's activities, and much more. Located at the OC Commercial Fishing Harbor.

October 21 | Museum Open House | 10:00 AM-5:00 PM | Free Admission | Make Your Own Watercolor Postcard with Artist Joanne Guilfoil, 11:00 AM-1:00 PM. Join us for this drop-in program as we bring life and color to historic Ocean City line drawings. Station 4 Historic Tour, 1:00 PM. Take a trip back in time as you walk through Ocean City's onceactive 1891 Life-Saving Station.

October 28 | Surfmen of the U.S. Life-Saving Service and U.S. Coast Guard with Author John Kopp | 1-2 PM | Free | Please reach out to the museum to sign up to receive the online link for this virtual talk.

October 31 | Ghost Stories from the Sea | 10:00 AM-12:00 PM | With Paid Admission | Actor Ed Guinan will represent Anton, an 1883 shipwreck victim. Ed will tell the story of the three-masted, two-decked schooner, Sallie W. Kaye, running aground off the coast of Ocean City, and how one of 8 crew members made the deadly attempt to swim ashore.

October 31 | Historical Figure Costume Contest | 10:00 AM-5:00 PM | With Paid Admission | Come dressed as a historical figure to be entered to win a museum prize pack!



An innovative, life changing, new facility is coming to Delmarva - **The Perdue Henson Junior Achievement Center** - and OCHMRA will be an integral part of it! The center will change how the JA curriculum is delivered to 10,000 Eastern Shore students.

Students get to be an adult for a day, learning the basics of financial literacy through handson, interactive, state-of-the-art student experiences. They'll gain an invaluable understanding of how to manage the day-to-day finances necessary to be successful in life. This high-tech, practical place will showcase jobs and allow students to engage with various industries to develop the skills needed for future employment.

The OCHMRA Travel storefront in the Center will showcase the job pathways within the hospitality industry -- we need your help to make it a success!

### **DONATIONS NEEDED BY 9/8:**

After a day in BizTown, students are able to "buy" items with their pretend money - a great way to promote your business!

We are looking for promotional items such as:

- Keychains
- Stickers
- Entertainment coupons
- Sunglasses
- Pens
- Wristbands

## **CAREER TESTIMONIALS:**

We are looking for hospitality professionals to provide us with testimonials that will be on a continuous loop on our TV monitor. Share your story on how you began and grew your career in the industry! Hospitality facts and statistics will also loop on the monitor.

Send to: SusanJones@ocvisitor.com by 9/8