



April 2020

Hospitality Hotline

Connecting the industry through
Advocacy, Education and Partnerships

Welcome New Members

Alley Oops Uptown
Enradius

HMRA Sponsors Great Inflatable Race

Recently, the Board of Directors voted to support the newest family event coming to our area. The Great Inflatable Race is produced by the company that developed the Color Run. Slated for June 25, we anticipate the event will be held and families will be eager to travel. As the presenting sponsor, OCHMRA will have a booth during the event where we will be able to direct attendees to local restaurants and attractions. Additionally, we can provide special race registration discount codes to the hotels so that you can create packages for potential guests. You can help us market the race to your current e-list. A list of "partner hotels" is being compiled, let us know if you'd like to be included!

Welcome Back / Grand Re-Opening

There will be a day when the effects of COVID-19 are a distant memory. While we hope sooner rather than later, we must be patient. During this time, you have the opportunity to get creative! We'll be working with the OC Tourism Dept, MGH & OC Chamber to develop an awesome campaign to welcome visitors back to OCMD. So, take some time to think and plan what you value add you can offer; perhaps a stay 4 nights, get the 5th night free, check in Sunday and receive xyz, dine between 2-4pm and receive xyz. The possibilities are endless, so start thinking about what you can do and stay tuned for more suggestions and info!

COMMUNITY RALLIES AGAIN

As we are in week 3 of this nasty little bug, I truly wish there were another topic other than COVID-19. It has consumed our every thought and will surely change many lives in our community. **However, the one thing it will not change is our resilience.** As I am reflecting and typing, (you know how I love to multitask), I truly believe that we are going to get through this crisis together and come out stronger. *And, there is no better place to be than in Ocean City, Maryland!*



Our community has a way of extending a hand, lending a listening ear or whatever is necessary to forge forward. It is with sincere thanks that I give a shout out to Kim Klump and Ron Pilling of the Jesse Klump Suicide Prevention Foundation and Jen Leggour of Worcester Youth and Family. Through their collective efforts, we are offering the hospitality industry complimentary counseling at WOYO. Therapist Courtney Herring is available by calling 410-641-4598. Please share this number with anyone you think would benefit. And, remember, Take a walk. Listen to music. Read something uplifting!



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- ✓ TRUSTED SINCE 1996
- ✓ 10.1 BILLION KWH UNDER MANAGEMENT



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Jamie Poland Dan Flaherty

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our experts today!
800-520-6683
www.appienergy.com





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Welcome to **Sherry Jenkins** who is the new Sales Director for **PINNacle Hospitality Group**. Congrats to **Ann Hillyer** of **Shore Craft Beer** for receiving the **Tourism Advocate Award** from Secretary of Commerce Kelly Schulz at Tourism Day. A warm welcome to the new owners of **Coffee Beanery, Maath & Rana Salem**. **Stephen and Danielle Pappas**, (son of Steve and Dawn Pappas, **Original Greene Turtle**, welcomed a baby girl into their family. **Liz and Evan Elliott** of the **Dough Roller Restaurants** also welcomed a baby boy recently. Congrats! **Chesapeake Smart Energy** was awarded the title of Top Performer by Delmarva Power - keep up the good work! We would like to congratulate the **OCDC** (Ocean City Development Corporation) on their 20th Anniversary!

Condolences

Condolences to the **Joanne Cunningham of the Dunes Manor** on the loss of her mother-in-law and to Ryan Abbott's family on the passing of **Tourism Director Donna Abbott**.

Spring Restaurant Week Postponed



Originally, Restaurant Week was slated for April 19 - May 3. Part of me really wanted to figure out

how to push forward and keep the date and change the format to carry-out this year. However, given the uncertainty of the times, we are simply postponing the date. When we are able to think about opening up, we will give everyone a reason to get out! If you have any thoughts, ideas or anything you'd like to share, give us a call at 410-289-6733 or send an email. OceanCityRestaurantWeek.com is the official website.

Additionally, we do have a FB page and are happy to post any restaurant related info you'd like shared; just send it to us - we are here to help you!



**CALL.
EAT.
REPEAT.**

KEEP OUR RESTAURANTS COOKING!

CARRY OUT RESTAURANT LIST



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THANK YOU VOLUNTEERS!

Fortunately, we were able to have our 46th Annual Trade Expo before the virus took over our daily living! While this year's event had approximately 600 fewer attendees, the quality of the attendee was better.

Many of you know that our annual tradeshow is how our Association survives financially. The event is dependent on close to 50 volunteers! Therefore, I'd like to take a moment to thank our members who volunteered to help with registration and greeting attendees - We certainly could not have had a successful show without you!! Your loyalty and support is greatly appreciated!

Betty Akcam	Aloft
Patty Alutto	Diversified Hospitality
Danelle Amos	Beach Walk
Melody Bell	Dunes Manor
Jean Borysowski	Dough Roller
Carl Bozick	Macky's
Karen Bresnahan	Delmarva Power Energy Savings
Phil Cropper	WTHS
Joanne Cunningham	Dunes Manor
Micheal Day	Retired
Teri DiPerna	Nabisco
Mark Elman	Clarion
Christie Elman	Clarion
Kathy Enste	Comfort Inn Gold Coast
Byron Green	Hampton Bayfront
Jennifer Hallon	MAD Design
Pat Harman	Commander
Marie Hopper	Holiday Inn Express North
Madalaine How	MAD Design
Harry How	MAD Design
Kevin Hughes	Retired
Patricia Ilczuk Shaffer	Branch Out Mktg
Suzanne Jackson	Commander
Tom Lott	Retired
Mary Ann Mangello	Downtown Assn

Jim Miller	Bethany Fitness
Melora Olexo	Dunes Manor
Jackie Oswald	Beach Walk
Lisa Payne	BBSI
Austin Purnell	Purnell Prop.
Debbie Ruby	Beach Walk
Steve Sandlass	Consultant
Lachelle Scarlato	Worcester Econ. Dev
Renee Seiden	RHG
Saundra Stalter	Crystal Beach
Tom Tawney	BW Plus
Rebecca Taylor	Angler & Ocean Downs
Lauren Taylor	Captains Table
Fred Thompson	Residence Inn
Bob Torrey	Happy Jack
Jay Warrington	Northeastern Supply
Debby Wells	Nick's Golf
Keith Whisenant	Residence Inn
Ryan Wilde	BEST Motels

While we did not push out an Attendee survey, we are always in search of how to make the Expo better. So, if you ever have any ideas on educational sessions, event programming or anything, please feel free to reach out to us.

SusanJones@ocvisitor.com or 410-289-6733.

Additionally, many thanks to all our Allied Members who chose to exhibit - you are part of our success and we are grateful for you too! Exhibitors are still accessible at this link: <https://oceancitytradeexpo.com/exhibitor-list?ct=2020+Expo+Exhibitor>

Take a peek at all the photos at this link: <https://oceancitytradeexpo.com/photo-gallery-videos>

The 47th Annual Spring Trade Expo will be on
March 7 & 8, 2021 - mark your calendars!



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Keeping Ocean City Businesses Informed

WHAT YOU NEED TO KNOW
click here



HOTEL • MOTEL • RESTAURANT • ASSOCIATION • INC.

**April Installation Dinner
POSTPONED**
(new date to follow)

HOTEL DECLARATION

On March 31st, the Town of Ocean City put forth a Declaration restricting the use and occupancy of commercial lodging and rentals to further combat the spread of COVID-19. You may only accept reservations from "Essential Lodgers" from now until April 30th. Essential Lodgers include healthcare professionals, first responders, national guard, law enforcement, government employees, journalists, patients families, patients, persons unable to return to their home due to COVID impact on travel, homelessness, domestic violence victims, full-time OC residents who are temporarily unable to occupy their own home, "essential business" employees as defined by MD. Voluntary compliance is the goal and non-compliance could be subject to civil or criminal penalties. The Declaration is at this link: <https://oceancitymd.gov/oc/wp-content/uploads/March31Declaration.pdf>

National Restaurant Association - FREE ServSafe Food Handler Course for Restaurants - Now through April 30, get the essential training every restaurant and foodservice worker needs to keep guests and themselves safe for FREE! This offer includes both the online training and assessment.

www.servsafe.com/access/ss/Catalog/FreeFoodHandlerProducts

American Hotel and Lodging Association Hotels for Hope – Free Online Hospitality Courses: Now through April 30, you can access complimentary online training. Employees who are currently furloughed or laid off are eligible to apply for AHLEI certifications as long as they were employed as of March 1, 2020. www.ahlei.org/free-training



*DINE & STAY United Winners
thank you to all the
participants!!*



**February
Dinner at the
Dunes Manor**

*Thank you KRR
Click for more Pics*



*Ann Hillyer, Ocean City.com; Tom Perlozzo, & Lisa Challenger,
Worcester County Economic Dev, Rec & Parks and Tourism*

*Glory Bunting - Server
Extraordinaire*



*Peggy Parkinson (Jim) Castle in the
Sand; Doug & Pam Lynn, TY Group*



*Dan Jasinski, Betty Akcam, Adela Byrne & Alina Keller
Real Hospitality Group*



*Meryem & Ranto Demo, Ocean Lodge with
Wes McCabe (center), Taylor Bank*



Ken Haus, Georgio's & Byron Green, Hampton Inn



Ocean City's Long Time & Treasured Tourism Director Passes

OCEAN CITY, MARYLAND – (April 1, 2020): The Town of Ocean City's Tourism Director, Donna Abbott, passed away today, April 1, after a ferocious fight with cancer. Abbott, who held the position of Tourism Director since 2012, oversaw destination marketing and worked closely with the Town's advertising agency to promote Ocean City as a premier vacation destination.

A native of Cambridge and a graduate of Towson University, Abbott began her career on Delmarva as a news editor, holding publication management positions in print and radio media. With impeccable writing skills and a passion for public relations, she also held positions as a public information officer for Ocean Pines and Perdue before joining the Town of Ocean City as public relations director in April 1997.

"Donna dedicated nearly 23 years of her life to the Town of Ocean City," commented Ocean City Mayor Rick Meehan. "She was as devoted as they come and was passionate about destination marketing. She was highly respected by everyone who knew her and her loss will be felt in Ocean City and throughout the State of Maryland."

An avid Orioles and Ravens fan, she loved the State of Maryland as much as she loved Ocean City. Along with her roles within the Town of Ocean City, which also included being the first Communications Manager, Abbott was active within the tourism community across the State. She was the recipient of numerous awards, including two Governor's Citations for marketing and public relations campaigns. In addition, she recently served as vice chair on the executive board of the Maryland Association of Destination Marketing Organizations.

"Not only was Donna a fabulous colleague but she was a fantastic mother, grandmother and a dear friend," Meehan finished. "The only thing she loved more than her profession was her family. Her mother, son, daughter-in-law and grandchildren were her true passion. Ocean City won't be the same without her, but I am confident the legacy she left with the Town will last forever."

Rest in Peace Donna.