



January 2016

Hospitality Hotline

Connecting the industry through
Advocacy, Education and Partnerships

News from...

THE BOARD OF DIRECTORS

Welcome New Members
Active

Ropewalk Ocean City

Dining Deals

We've made it easy for you to dine out! Recently, we populated our website, OCVisitor.com, with our members off-season deals. Go to the Deals page and then Dining Deals where you will find local specials sorted by day. If you are a restaurant member and you'd like your deal listed, simply email or call us with your deal! (inquire@ocvisitor.com or 410-289-6733)

Metrics Links

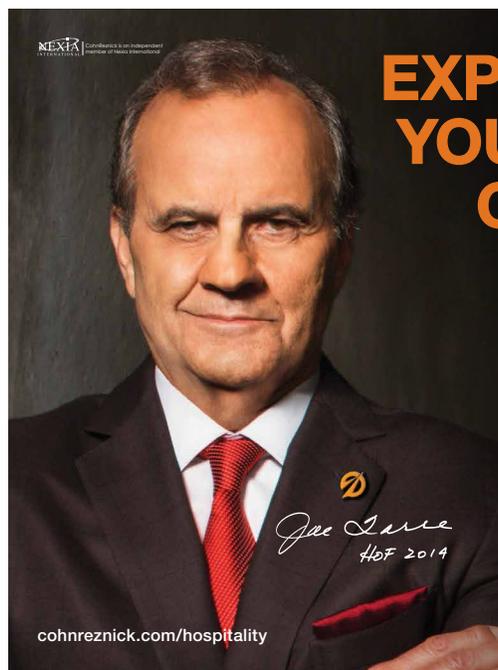
As a reminder, check out the Members page on our website too ~ it is chock full of great statistics and all newsletters. You'll find the OC Tourism Metrics links which tracks everything from ADR and occupancy to inlet parking lot and bus revenues. Additionally, the State Tourism office links to their Monthly Monitor and annual reports from our page.

Top Chef to Headline Expo

Season 6 Top Chef finalist, Bryan Voltaggio, will appear on Sunday, March 6th at the OCHMRA Trade Expo. A native of Maryland, Voltaggio will prepare a recipe from his recent cookbook, HOME, and do a cookbook signing/meet and greet after the cooking demo. Voltaggio was also the first chef to compete on both Top Chef and Top Chef Masters. Make plans to attend!

From Hashtags to High Fives

Mark your calendars and make plans to attend, "From Hashtags to High Fives: How to Work With Partners to Build Community and Get Results." Worcester County Tourism and the OCHMRA have teamed up with the MD Office of Tourism to bring you this thought provoking social media seminar. Many of you already have social media sites set up, however, this session will delve into successfully utilizing your sites. Maryland's Social and Digital Products Coordinator, Leland Strott, will deliver a session that promises to bring useful information. The session will be held on Tuesday, January 12th at the Princess Royale from 10am – noon. Coffee, danish and croissants will be served, so if you plan on attending, please RSVP today! 410-289-6733 or inquire@ocvisitor.com

EXPERTISE PUTS YOU AT THE TOP OF THE GAME

HOSPITALITY

CohnReznick's hospitality professionals provide financial, tax, and advisory services that help hotel and restaurant owners with concept development, strategic expansion, and liquidity events. Find out what CohnReznick thinks at CohnReznick.com/hospitality.

Forward Thinking Creates Results.

Contact Henry Pertman, Director
410-209-2650

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PAST PRESIDENT SPOTLIGHT: BILL GIBBS



Bill Gibbs was born and raised in OC and at the age of 8 years old he began working, selling Baltimore Sun papers on the boardwalk and on the porch of the Breakers Hotel. At 11 years old, he graduated to "Beach Boy" at the Breakers Hotel. When he turned 14, he got a job at the first pizza shop on the boardwalk, falling in love with the art of making pizza. Bill graduated from Stephen Decatur High School in 1967 and attended the West Georgia College, coming home every summer to work and learn the pizza business. When he graduated in 1972 after one week of teaching middle school history, he decided that wasn't for him. In 1973, he opened his first pizza shop on the Boardwalk and married Julie, whom he met when her family had vacationed at Bill's family's apartments.

Life changed in 1980 when Bill and Julie bought the Breakers Hotel. He remembered lots of people asking where to get lunch every day during

his "beach boy" days, so they replaced the famous front porch with a restaurant and came up with The Dough Roller concept. Later in the 1980's, the Gibbs added The Dough Roller locations to South Division St, and then later at 41st St, 70th St and most recently in Rehoboth.

Bill was the OCHMRA President in 1988-89 and has also served on the Chamber of Commerce and OC Development Corporation boards; he is a founding member of the Downtown Association; a member of the Atlantic General Hospital Foundation and a past AGH Golf Tournament Chairman. He actively supports Children's House by the Sea, Worcester County Development Center, Coastal Hospice and many other local charities and organizations. Several years ago, Bill and Julie were pleasantly surprised to receive the Brice & Shirley Phillips Lifetime Industry Achievement Award from the Restaurant Association of Maryland.

He and Julie have 3 sons, Gary, Jeff and Kevin, all working and running the family businesses now. They keep busy with their two lovely granddaughters.

Delmarva Winter Birding Weekend

Register now for the best of winter birding on Delmarva! The new Delmarva Winter Birding Weekend will be held January 29-31, 2016, and celebrates the waterfowl, sea birds, raptors and songbirds that share the coast with us during the colder months.

The Delmarva coast is wild in the winter! The water may be too chilly for us, but it provides the perfect habitat for loons, grebes, scoters, sea ducks -- and seals! The beaches and marshes are patrolled by Peregrine Falcons, Merlins, Northern Harriers, and the occasional Snowy Owl. Fields are filled with Snow Geese and Tundra Swans. Freshwater ponds near the coast are teeming with more than 20 species of waterfowl.

The Winter Birding Weekend combines boat trips and expeditions by foot, all led by local experts. After bundling up to explore the outdoors, we'll enjoy the coastal comforts of our resort accommodations and restaurants.

For more information, please visit www.DelmarvaBirding.com.

PO Box 340 • Ocean City, MD 21843 • 410-289-6733 • www.ocvisitor.com



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Diversity BINGO!

By: Dr. George Ojie-Ahamiojie

Department Head and Associate Professor, Hotel-Motel-Restaurant Management, Wor-Wic Community College

Technology advances have made the world closer and more connected than before. Technology such as smartphone and other mobile devices have made it possible to connect and interact with customers, guests, purveyors, vendors, or employees in different parts of the world at different times. As the hospitality industry continues to globalize as expected, more organizations will continue to operate in a diverse market and hire more diverse employees from diverse backgrounds.

As you look around your company, how diverse is it? Do you only see some of the primary dimensions of diversity such as race, sex, age, or ethnicity? Can you identify any of the secondary dimensions of diversity such as social status, differently-abled, experience, or gender? Well, you may be able to by doing this diversity bingo.

While you may find it uncomfortable asking your fellow employees about this bingo, consider it a learning experience which everyone in the place of work will see as a conduit to knowing and learning more about each other. Ask your fellow employee if any of the statements in the bingo fits them, then fill in their names. One person with multiple characteristics can be filled-in. Enjoy the exercise!

- B**e aware. Broaden your general knowledge of other groups and cultures.
- I**nclude others. Bring other people into your group of friends and activities.
- N**ever assume. Ask questions, listen carefully, and check your understanding.
- G**ive respect. Treat all people fairly, honestly and with positive regard.
- O**penly communicate. Share information, expectations and unwritten rules with everyone.

I hope you have had fun doing this exercise as much as I have doing it in my classes, meetings, seminars, trainings, and other settings. There is always room for improvement. So, I would like a feedback from you on what you would like to read more about, or what new topics you want to me to write about.

Feel free to send me an email at: gojie-ahamiojie@worwic.edu.

Until next time, let the muzik play.....



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Diversity Bingo!

A person who has lived outside the U.S.	A person born and raised on a farm.	A person with a southern accent.	A person who speaks more than one language.	A person who is differently-abled.
A person who is of a different religion.	A person who is a naturalized citizen.	A person of Hispano-Latin heritage.	A person who is married a second time.	A person who is left-handed.
A person who knows sign language.	A person with red hair.		A person who has received welfare.	A person with an African ancestry.
A person who has changed careers at least twice.	A person with Native American/ Indian heritage.	A person who has changed religion beliefs.	A single parent and a grandparent.	A person who is over six feet tall.
A person who is married to another race.	A person who is a vegetarian.	A person of Asian heritage.	A person who is Jewish.	A person who is different sexual orientation.



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Condolences

Condolences to **the Gulyas family** & the entire Worcester County Community on the passing of former **Worcester County Commissioner Louise Gulyas**. Sincere condolences also to the family of **Ann Ginnanav**, formerly of the **Cabana Motel**, on her passing. Condolences to **Christine Komlas, Seacrets**, on the loss of her father.

Member highlights

Congratulations to **Jaime Cutter** who joined the team at the **Delmarva Shorebirds**, and to **Eric Sichau** who was promoted to Community Relations. Congrats to **Kerryann Martin** who started at the front desk at **Bonita Beach** and was recently promoted to the **Carousel Resort Group** sales office.

December Dinner Meeting



Adnan Sheikh, Mary Knight, Ocean City Council,
Andy Adkins, MD Coast Pizza Hut



Dr. George Ojje-Ahamiojie, Wor-Wic
Community College, Gigi LeKites, PKS
Investments, Michael Hayes, Commander Hotel



Liz Walk, Susan Jones, Jayne Sawyer,
Kendra Paulman, OCHMRA Ladies



Michael Fritz, BJ's on the
Water, Meg Lauridsen, HD
Supply



Mike Foelber, Princess Royale, Judy Tremellen,
Michael James, Carousel, Jon Tremellen,
Princess Royale, Gary Leach, Centerplate

Sue Ann Hudson,
Patricia Smith, Carol
Dickel, Bob Borello, &
Ed Kelly, Castle in the
Sand



See all the pics here!