

JANUARY 2022

HOSPITALITY HOTLINE

Official Newsletter of the Ocean City
Hotel-Motel-Restaurant Association

Member Message

FROM EXECUTIVE DIRECTOR SUSAN L. JONES

As I reflect on 2021, there is no doubt that this past year has continued to test our resilience, but, fortunately, we are a responsive bunch! Adapting to the needs of others has been a trait at the forefront of hospitality professionals for years; and as we move into 2022, we will continue to adapt as needed - it's what we do! (i can't bring myself to use the word "pivot" - so, adapting is the new verb for me!)

I've never really made new year's resolutions, however, in this ever-evolving time, I think I'll adapt in 2022 by seeking and choosing the positive. Each day we are able to get out of bed, we can choose how we show up at work. So, I urge you to reflect and focus on how to be helpful and happy - choose to seek the positive. Be your best self! Sending you positive vibes to start the new year. 😊

Welcome New Members

ACTIVE

Spain Wine Bar
spainwinebar.com

The View
theviewcambria.com

ALLIED

ARC3 Gases
arc3gases.com

Outdoor Solutions
outdoorsolutionsmidatlantic.com

2022

Traveler Trends

Check out the top four insights on travel behavior for 2022 from Lodging Magazine: [click here](#)

National Restaurant Association
Culinary Forecast
[click here](#)

Positive
vibes



Business Briefs

Attention Restaurant Members:

If you are interested in composting for the 2022 season please contact Garvey Heiderman, owner of The Hobbit Restaurant and Ocean Compost at info@thehobbitrestaurant.com. The compost program is something that is extremely beneficial to the environment and aims to help the local economy. Learn more from a recent MD Coast Dispatch article: [click here for link](#)

The Sixth Circuit Court of Appeals reinstated President Biden’s rules mandating employers with 100 or more employees to require workers to either be vaccinated or undergo weekly testing for COVID-19. The decision was immediately appealed on an emergency basis to the Supreme Court. Updated information has been posted on the [OSHA Emergency Temporary Standards website](#), which states that OSHA will not issue citations for noncompliance with any requirements of the ETS before January 10, and will not issue citations for noncompliance with the testing requirement before February 9 “as long as the employer is exercising reasonable, good faith efforts to come into compliance with the standard.” In the meantime, think about the following as suggested by AHLA:

1. Establish a written vaccination policy
2. Provide PTO for employees to get vaccinated
3. Remove Covid-19 positive cases from the workplace
4. Require face coverings for unvaccinated employees
5. Confirm vaccination status of the workforce

APPI Energy is available to provide data-driven, holistic energy management services and custom solutions to OCHMRA members at no upfront cost or obligation to you. As part of your membership benefit, APPI Energy can analyze your energy usage, evaluate your energy bill, deliver a green-apples-to-green-apples comparison of supplier prices and contracts, and negotiate a supply solution tailored to your budgetary needs and sustainability goals. APPI Energy is unbiased, working with only the most trusted, heavily-vetted suppliers, and technology agnostic, pairing you with solutions that benefit you first and foremost. In addition to electricity and natural gas procurement strategies to help you secure more favorable pricing and contracts, APPI Energy offers energy management solutions to reduce demand, reduce costs, and increase sustainability. Energy management solutions can range from LED retrofits, to on-site generation such as solar, to EV charging solutions. As a true extension of your team, APPI Energy provides holistic, tailored solutions that help you set and meet your energy goals while reducing overall energy costs.

New member, **Hopper**, is the leading mobile closed user booking experience in travel and now the most downloaded travel app in North America. With over 50 million downloads we leverage the unique capabilities of mobile to engage our customers in a conversation. Feel free to reach out to Nima Vaez at nvaez@hopper.com to learn more!



Maryland
OFFICE OF TOURISM

Tourism continues to welcome visitors - economic results for FY21 are available for MD Tourism in the current Tourism Monitor link: [click here](#)



The pandemic has left long-lasting impacts on our workforce - an estimated one in six of all 11 million job openings in the U.S. are in Leisure & Hospitality (L&H), despite hourly earnings being up 15%+. With a reputation for low-paying and long hour jobs, US Travel is taking a deep dive to strategize the future workforce. Employees need to be needed, noticed and known.

Read their report, "*The State of the American Workforce and its Impact on Travel*" at this link: [US TRAVEL REPORT](#)

Another good report: [Rosen College Central FL Hospitality Report Link](#)



Hospitality Highlights

WARM WELCOMES

Congratulations to **Lorrie Miller** who has joined the team as the General Manager at **Dunes Manor**. Kudos to **Judy Wilbur** who has become the Market Director of Sales at **Real Hospitality Group**.

LaQuinta's Peter Fasano welcomed baby **Delilah Rose** recently, congrats to the Fasano family.

A familiar face in the hospitality world, event planner extraordinaire, **Heidi O'Donnell** joined **Centerplate** at the Convention Center.

Crystal Sands on 17th Street recently changed hands, congrats to the new owner **Jonela**.

Most of you probably know that the **Dunes Manor** has new ownership - **welcome to OC - OTO Development** - a South Carolina based company with extensive hospitality experience.

Legendary restaurant, **Phillips Crabhouse**, has also been purchased. The pic below was on their facebook page - they'll truly be missed by many! See page 6 for the full story courtesy of Breslow Partners.



As we say our goodbyes, we just want to say **THANK YOU** for dining with us over the years. We've loved being a part of your Ocean City memories.

MARK YOUR CALENDARS



Maryland Hotel
Lodging Association

The MDHLA Annual Government Affairs meeting will be held virtually on January 6th at 10am. The meeting will provide a preview of MHLA's advocacy priorities and initiatives as well as issues they expect to face in 2022.

To register: [click here](#)



MARYLAND
TOURISM
COALITION

Tourism Day

February 1st - Lawyers Mall
Annapolis - free
[click here for info](#)

OCHMRA Dinner Meetings

January
canceled

February 17
Princess Royale

April 21 TBD



March 6 & 7
oceancitytradeexpo.com



Community Connections

Mayor's Prayer Breakfast



Friday, January 7, 2022



**KEYNOTE SPEAKER
BRIAN SHUL**

**Air Force Fighter Pilot,
Author, Speaker, Photographer**



*7am - 10am
Roland E. Powell Convention Center
4001 Coastal Highway, Ocean City*

\$25 per person

\$100 open seating sponsor table with sign

\$300 sponsor table with sign and program listing

Tickets available online at oceancity.org

*For sponsorship information contact Heather
443-664-3268 or heather@oceancity.org*



MARYLAND'S

Coast

WORCESTER COUNTY

Join Us

The Worcester County Office of
Tourism & Economic Development
invite you to a

Winter Warm-Up

*a networking opportunity for local businesses
and organization leaders*

January 12 ~ 5-7 pm
Delmarva Discovery Museum
Pocomoke City, Maryland

Complimentary appetizers, beer and wine

Space is limited please RSVP ([click this invite](#))

by 1/11 at 12pm

BALTIMORE, MD – The Phillips family has made the difficult decision to sell their Phillips Crab House property, located at 21st Street in Ocean City, Maryland. The property is now under signed contract for sale, and will not be reopening for the 2022 season.

Originally opened in 1956 by Brice and Shirley Phillips, the Crab House began as a small carryout crab shack to sell the surplus of crabs from the family's Hoopers Island crab processing plant. Business grew year after year, and over its 66 seasons in business, the Crab House served millions of families, vacationers, and OC locals with an extensive menu of Eastern Shore classics originally developed by founder Shirley Phillips. The family feels so fortunate to have earned the business of their guests, who came back year after year to build their vacation memories with Phillips.

Not many restaurants live to see their 50th season, let alone celebrate over 65 years, and the Phillips family credits the amazing Crab House staff members for giving the business such longevity. From the crab department to the prep room, through the upstairs and downstairs kitchen teams, to the servers, bussers and bartenders, staff members returned season after season and became part of the extended Phillips family. Led by a strong management team, each with well over 20 years of service and experience, the Crab House staff worked together to deliver welcoming hospitality and delicious dishes. The family would like to thank their Ocean City team for so many years of dedication and loyalty. The Phillips family would also like to thank the town of Ocean City, including all their local regular guests and the hospitality business community, for being such a welcoming home for all these years.

“As our family has grown, so have our business interests, and we’re investing more and more into other areas outside the restaurant industry now. As we move forward, we will continue to build on the strong foundation that our original Crab House location gave us,” said Steve Phillips, company CEO. Phillips Seafood remains firmly planted in Maryland and will dedicate their resources in support of their Baltimore restaurant location, Baltimore culinary center, network of franchise locations and the growth of their foodservice, retail, club and international business.

From its roots on Maryland's Chesapeake Bay in 1914 to its worldwide seafood processing plants, Phillips Seafood is anchored in tradition and remains family owned and operated by the Phillips family. Renowned for award-winning crab cakes and an unwavering dedication to quality, Phillips Seafood has served millions of guests at its Maryland restaurants and network of franchise locations in major airports. Best known for its premium-quality crab meat, Phillips also produces a full line of crab and seafood cakes, seafood appetizers, gourmet seafood soups and entrées for the foodservice and retail markets.

Please contact Michelle Torres, Corporate Director of Marketing and Business Development, with any questions or interview requests. Michelle can be reached at mtorres@phillipsfoods.com and by phone at 443-928-7735.

###