

JUNE 2022

HOSPITALITY HOTLINE

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



Member Message

FROM EXECUTIVE DIRECTOR SUSAN L. JONES

Hello Summer! This time of year always brings excitement, energy and a little anxiety. While some members are doing okay in the terms of staffing, I'm still hearing plenty of folks who are not quite where they'd like to be. What everyone has in common is the need to ensure staff members are treated nicely. One way to do that is to remind customers to **"Please Be Kind"** - take a minute and print out page 6 and post around your business. This small gesture will help your staff feel supported!

Kudos to the Town of OC Tourism office and the OCPD for sharing all the marketing and advertising info and safety tips during the recent Partners Season Kick-off. If you weren't able to join us, here is the link to the presentation: [Partners Tourism Prezo](#)

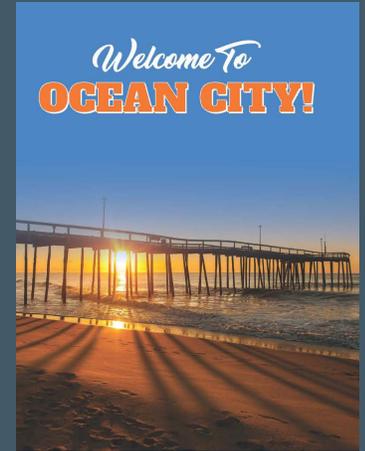
Cheers to a successful summer! 😊

WELCOME NEW MEMBER

ACTIVE
Coastal Getaways
(Atlantic House B & B and Chateau Surf)

2022 KEYCARD HOLDERS

Welcome To
OCEAN CITY!



We recently produced the OC Keycard Holder for 2022. This 24-page 4x6 holder is given complimentary to hotels to put plastic keys in for their guests. 300,000 copies are hot off the press and have been delivered to many our lodging members. If you'd like a supply, let me know!



Scan this code for tickets and get 10% off on fees. Use code "PBR".



Business Briefs

Share Your Stories with OC Tourism

The OC Dept of Tourism & Business Development wants to share your "feel good" stories. If you have a unique human interest story about an employee, a customer or you and your business, let them know! There are so many great stories to tell, and this is your chance to have yours pitched to local, regional, and potentially even national media. They can even help share it through Ocean City's social media channels and blog. We welcome your submissions anytime throughout the year, but please don't wait. Let's spread the word about the OCMD together! Please see the link below to submit your story: <https://oceancity.pgtb.me/9htTnj>

Counterfeit Reminders

At our seminar last year, OCPD shared great info on counterfeit money. Here is the link to that presentation - please take a moment to refresh your memory and share with your staff. [Counterfeit Info link](#) [Cyber Incident Link](#) and, here is link from this year [Special Unit link](#)

June Summer Tool-Kit

Once again, the Town of OC Communications Department has developed a great tool-kit for this summer. As a vacation destination, we are not immune to less than desirable visitors, so, it's important to be prepared. Make sure you post plenty of positive stories throughout the summer. Take a moment to review the Tool-Kit so you will be ready - we are OC Strong! [Tool Kit Link](#)

Service Training Video

Most likely you have new faces on your staff and some of them may not be familiar with OCMD - help them learn the lay of the land by sharing this quick video guide to our town. This video also reminds them to smile - help us create a Culture of Kindness! [OC Service Video Link](#)

Maryland's Coast Job Portal

Worcester County Economic Development & Tourism Department recently launched the MD's Coast Job Portal to serve both employers and employees. This site was created in partnership with organizations and municipalities to serve as a central resource for those in Worcester County. Questions, contact Nancy Schwendeman at nschwendeman@MarylandsCoast.org - WorkMarylandsCoast.org

Hurricane 6

August 22, 1933, a day that would change the history of OC forever; the Storm of 1933 devastated the Eastern Shore, as the ocean engulfed businesses, homes, and entire landscapes. The storm also had a massive economic impact, cutting a much-needed inlet between the ocean and the back bay. A new film, Hurricane 6, produced and directed by Fiona O'Brien of Bishopville, Md. and starring the cast of the Saltare in Elementis Dance Collective (SIEDC), unpacks the dynamic created by the inlet through dance. Will Rothermel, son of Bob & Amy Rothermel and grandson of HMRA Past President Kate Bunting was involved in this production as well. Check it out here: [Hurricane 6](#)
Learn about behind the scenes production: [Behind the Scenes](#)

Tips for the Trade Industry Ideas



RAM has announced an opportunity for access to doctors and therapists by phone, video or an app. Teladoc is in partnership with the National Restaurant Association and is available for just \$9/month with zero copay or other charges. It is also available to H-2B, 1099, full-time, part-time and seasonal employees. Questions? Contact hospitalityhealth@teladochealth.com
Check it out at Teladochealth.com



In case you need a refresher on service animals, here is the guidance according to the official source. [ADA LINK](#)



Worcester County Health Department can provide material and training to help understand the signs of addiction in employees and to connect those in need to local treatment resources. Call 410-632-1100 x 4



Hospitality Highlights

WARM WELCOMES

Dunes Manor promoted **Wajih Allam** to Director of Sales and Marketing, joining he, Sally & Lorrie are **Stephanie Brough** as Sales Coordinator and **Filip Siladjev** and **Tammy Parrott** as Assistant GMs. Kudos to the team!

Harrison Group's Hilton Suites welcomed **Mark Elman** as the new GM, replacing **Andrew Geiger** who moved over to Harrison Group corporate team as Revenue Manager. Congrats!

Other hotel changes occurred at the **Princess Royale** where **Rick Staub** became GM and **Iryna Poliakovska** is now Assistant GM and **Larry McCallister** is serving as F & B Director. **Martin Weiler** has joined the OC Rooms team as the GM at **Kokomo Suites**. Kudos to you all!

Industry veteran, **Jill Douglas** has landed as the new GM at **Courtyard Marriott**, which was recently added to the Harrison Group portfolio. **Ari Hantske** joined **Cambria** Sales staff. Congrats!

TKO Hospitality welcomed **Robin Lattinville** as VP of Sales & Marketing and added **Angelique Litherland** to the **Hyatt** Sales team. **John Boerfler** joined the team at **Bluewater Hospitality** and **Kevin Bresnahan** landed at **OC Fontainebleau Resort** as HR Director. Welcome to your new roles!

MEMBER MENTIONS

Hawkins Electric - EV Charging Stations

Electric Vehicles are on the move and charging stations are growing in popularity. There are rebates and tax credits available to keep up with the rising demand. Contact Jordan MacWha to learn more 240-529-4702 or jmacwha@HawkinsElectric.com

Trimpers Amusements Celebrates 129 Years

Trimpers is celebrating 129 years and their Herschell Spillman Carousel celebrates 110th Anniversary this season. Trimper Rides, is thrilled to roll out its expanded footprint, new rides, and let audiences know there is no shortage of energy at Trimper Rides. FUEL FUN, this summer at Trimper Rides from Memorial Day Weekend through Labor Day Weekend. One price wristbands are back, and allow park visitors to ride all rides for one flat fee. [web link](#)

MPI Receives Torch Award

[Mercantile Processing Inc.](#), a Delaware based merchant services and point of sale company, is honored to have received the 2022 Better Business Bureau of Delaware's Torch Award for Ethics. This award honors companies that exemplify the highest standard of ethics and trust in the community. Kudos!!

LIDS Opens at Outlets Ocean City

Outlets Ocean City is super excited to announce the addition of Lids, the newest retailer to join the property's growing merchandise mix! Lids is the largest licensed sports retailer in North America, selling fan and fashion-oriented headwear and apparel.



The MD Tourism Coalition (MTC) is hosting their Spring Signature Event on June 15 at Serenity Farm in Charles County. This year's theme is Agritourism and there will be a panel discussion along with networking. MTC is a great way to meet tourism colleagues from around the State!

Registration is open at this link:
[MTC Spring Event Link](#)

ENJOY DEALS

This is the summer to remind visitors to ENJOY! If you'd like extra exposure at no charge, the official tourism site, www.ococean.com is a great place to be! Send your ENJOY Deal to Norma today.
NDobrowski@oceancitymd.gov

BAY HOPPER SHUTTLE

The Shuttle is a great way to get around and new routes have been added. Service connects North OC with Downtown OC, great restaurants, including West OC. Water taxi is docked by the new Pier 23 (West OC) and at 118th street bayside.
[OC BAY HOPPER LINK](#)



Community Connections - Jellyfish & Shore Craft Beer



The Jellyfish Festival will be behind the Caroline Street stage on the beach next to Ocean City's famous Boardwalk. There will be arts & crafts, vendors, live music, a Marine Corps Fitness Zone and an official cornhole championship tournament with real prize money! This is a great way to pre and post game your weekend, so don't miss out. Hotel guests in town that weekend get an all-weekend access pass for only \$10 - and that includes one full-sized craft beverage of your choice!

Saturday headliner Jimmy Charles will be dropping his new single, "It's a Maryland Thing" and he will be filming a music video at the festival so you can be famous! Sunday headliner is Cheakaity, who provides a funk, rock, and R&B experience with influences from Prince to Queen. Come be blown away by his stage presence and the multi-faceted show.

Jellyfish Tickets are \$20 and include a drink ticket that can be used for any beverage all weekend. **FOR HOTEL GUESTS IN TOWN THAT WEEKEND, (or you fabulous OCHMRA Members) use the code OCHotelFan to get those tickets for only \$10!** For tickets - [click here and enter OCHotelFan code](#)

Shore Craft Beer Fest will be on Saturday from 12-4 - all you care to drink local craft beer, live music and a brewers panel - VIPs get a commemorative t-shirt, 2 slices of pizza and a commemorative glass pint, GAs get a glass pint (only the first 1000 get a ticket to pick up the glass pint as they leave.) Shore Craft Beer Fest Ticket Info and link: [SCB Link](#)

Welcome To
OCEAN CITY!



**2022
OC
Keycard
Holder**

300,000 copies

50+ hotel front desks

**Given directly to Visitors
at check-in**



HOTEL • MOTEL • RESTAURANT • ASSOCIATION • INC.

To advertise, call 410.289.6733



Photo Garrett Neville GN Media

PLEASE BE KIND

TO THOSE WHO ARE
SERVING YOU IN OUR
ESTABLISHMENT!

Ocean City, MD



OCEAN CITY, MARYLAND

HOTEL • MOTEL • RESTAURANT • ASSOCIATION • INC.

Kindness
MATTERS!

OCEAN CITY, MARYLAND

Dining Guide

MAKE A DATE WITH DELICIOUS

SCAN THE CODE BELOW FOR ALL THE BEST PLACES TO DINE
IN AND AROUND OCEAN CITY



OCEAN CITY
HOTEL | MOTEL | RESTAURANT
ASSOCIATION
OCVISITOR.COM

SEPTEMBER 30TH
TO
OCTOBER 2ND

OCEANS
Calling
FESTIVAL

OCEAN CITY
MARYLAND

FRIDAY

DAVE MATTHEWS & TIM REYNOLDS

DIRTY HEADS • O.A.R.

GROUPLOVE • SKIP MARLEY • NOAH KAHAN

TOAD THE WET SPROCKET • PEACH PIT • JOHNNYSWIM

THE NEW RESPECTS • MIHALI • VIRGINIA COALITION

SATURDAY

THE LUMINEERS

CAGE THE ELEPHANT • LOGIC

YOUNG THE GIANT • JIMMY EAT WORLD • ALLEN STONE

LARKIN POE • WILDERADO • PUP PUNK

SUNDAY

ALANIS MORISSETTE

CYNDI LAUPER • SUBLIME WITH ROME

ST. PAUL AND THE BROKEN BONES • TAI VERDES • LAWRENCE

BIG HEAD TODD AND THE MONSTERS • THE SAMPLES

SPECIAL SET BY **O.A.R. AND FRIENDS**

— ACCLAIMED CHEFS MAKING APPEARANCES —

ANDREW ZIMMERN • ROBERT IRVINE

AMANDA FREITAG

OCEANSCALLINGFESTIVAL.COM