

HOSPITALITY HOTLINE

November 2025



Susan Jones
Executive Director



Kaylee Lathroum
Business Development &
Marketing Associate

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Dates For Your Calendar

Storm Warriors 5k

November 8th - 8am

Ocean City Life-Saving-Station Museum

MD Travel & Tourism Summit

November 17th - 19th

College Park, MD

TAM Classes

November 18th & December 16th - 1pm

Berlin Library

Diakonia Turkey Trot

November 27th - 8am

S. 1st St. on Boardwalk

Ocean City's 150th Gala

December 12th

OC Convention Center

Nibble & Network Events

November 13th - BLU Crabhouse

December 18th - Harpoon Hanna's

January 15th - Aloft Hotel

February 19th - Vista Rooftop

April 9th - Seacrets

Member Message

From Executive Director, Susan L. Jones

As we are entering the slower season, things are definitely not slowing down at the OCHMRA office! We're so excited to be part of Ocean City's **150th Anniversary Gala!** Hospitality has always been a part of OC's heritage, and we're keeping that spirit alive in our **Hospitality History Room.** Stop by for a sip of the original Harborside Orange Crush, MD's official cocktail! Got any old-school hospitality memorabilia? Let us know!

Be sure to register for **Nibble & Network** at **BLU** on November 13th - Chef Tom has concocted lots of delectable dishes. See Page 7 to register.

Planning for our **52nd Annual Trade Expo** is off to a fantastic start! After last year's waiting list, we've expanded the show, saying goodbye to Dockside Hall and moving up to the Bayfront Ballroom, adding 60 more booths. **Allied Members**, you get discounted rates!! Reach out asap!

We are getting close - soon, the **OCHMRA** will be known as the **OCMD Hospitality Association.** The finishing touches are being put on the website, signs, letterhead, business cards, apparel are ordered, and launch party planning has begun! **Stay tuned!**

Happy November! 😊



FEATURED PARTNERS



Your singles source for exterior building maintenance. Our comprehensive commercial service offerings include window cleaning, facade restoration, waterproofing services, safety systems, and more.



Leading high-performance commercial coatings contractor specializing in seamless resinous (epoxy, polyaspartic, MMA, urethane) polished/stained concrete, and commercial painting service - serving the mid-Atlantic.



Member Directory

Hospitality Highlights

Whats new in the industry?

WARM WELCOMES & CELEBRATIONS

We wanted to give a warm welcome to **Home 2 Suites** newest General Manager, **Peter Milach**. **Faw Casson - CPAs and Business Consultants** just welcomed **Tracy Adkins** to their team. Congratulations to **Brianna Dix, MD's Coast Worcester County**, on the birth of her baby boy, **Paxton Dix**. Congratulations to **Courtney Jarusinski** for being promoted to Area Sales Manager at **Stonebridge Companies**.

Each year, the **Ocean City Beautification Committee** searches for properties that are attractive, well-maintained, and pleasing to the eye. To show appreciation for this effort in civic pride, the Beautification Committee and the Mayor and City Council present Beauty Spot Awards in eight categories, congrats to this year's winners who are also OCHMRA members - **Farmer's Bank of Willards, Nick's Golf & Ropes Course, Days Inn OC Oceanfront, King Charles Hotel, Seacrets Hideaway, The Wedge, Tailchasers Restaurant & Dock Bar, and Blue Fish Restaurant & Sushi Bar**.

Four of the **Harrison Group** hotels in Ocean City have been recognized with the prestigious 2025 Readers' Choice Award from ConventionSouth, the leading national multimedia resource for event and meeting planning in the South. The honored properties include **Courtyard by Marriott Ocean City Oceanfront, DoubleTree by Hilton Ocean City Oceanfront, Holiday Inn Oceanfront on 67th Street, and Hilton Ocean City Oceanfront Suites**

D3 is proud to announce a major milestone: they are celebrating 30 years of service to their community, clients, and partners - way to go guys!

SAD GOODBYES

Condolences to **Hope Palmer, HD Marketing**, on the passing of her father, and to **Trish Walsh, NFP Insurance Agency**, on the passing of her mother.

Discover the Future of Hospitality

The Expo floor is where the action happens, with hundreds of exhibitors, thousands of attendees, live demos, and endless opportunities to grow your business. With 509 booths on two levels, Hall ABC on the first floor and the Bayside Ballroom on the second, there is something new around every corner.

- **ALLIED MEMBERS**, booth space is selling fast, and we are already 80 percent full. Don't miss your chance to showcase your products and connect with hospitality decision makers.
- **ATTENDEES**, pre-registration is now open! Sign up today and explore two vibrant halls filled with fresh ideas, innovation, and inspiration to help your business stay ahead.

Register today as an [Attendee](#) or [Exhibitor](#)



Welcome New Members

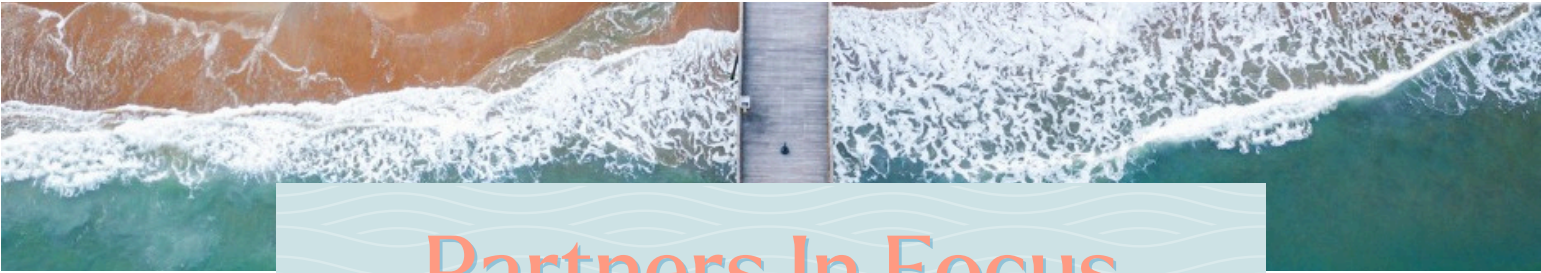
ASSOCIATE

**Real Raw Organics (and
The Coconut Club)**
realraworganics.com

ALLIED

Serve Safe Pro
servesafe.pro

Hyett Refrigeration
hyettrefrigeration.com



Partners In Focus

OC 150th Anniversary Gala

Join the Town of Ocean City for its 150th Anniversary Gala on Friday, December 12, 2025, from 6 to 10:30pm at the Roland E. Powell Convention Center.

Enjoy a magical evening with symphony music, 7 themed breakout rooms each loaded with historically themed photo histories, food and libation samplings, & live entertainment/music.

The Ocean City Hotel-Motel-Restaurant Association will host a room celebrating the evolution of hospitality and the people and places that shaped our resort community.

Then, step into the Grand Ballroom for a full buffet dinner, dancing to Cherry Crush, and the unveiling of the 150-inch Anniversary Cake, surrounded by the Portrait Walk of Mayors.

Tickets: \$150 per person

Sponsorships: \$2,500 Gala Table Sponsorship includes 10 tickets, a reserved table, open bar all evening, program logo placement, and on-site table recognition. Call 410-289-2800 to reserve.

[Purchase individual tickets here.](#)

Proceeds benefit the Stop Offshore Wind Coalition.



TOWN OF OCEAN CITY
150th Anniversary
GALA

2026 Spring Trade Expo Chef's Wanted

We're partnering once again with the Restaurant Association of Maryland for the World Food Championships Qualifying Event at the 2026 Spring Trade Expo!

Chefs are invited to compete for a chance to win a Seafood Golden Ticket to the World Food Championships finale. The competition will take place on Monday, March 9th.

For more information, contact Cori Grafer at CGrafer@marylandrestaurants.com.



OCHMRA Sunfest Volunteers Thank You

This past weekend, we had a blast volunteering at Sunfest with some of our members, pouring beer to help raise money for the Ocean City Recreation and Parks Department's youth programs & OCHMRA.

A big shoutout to members **Chris Braun** (Hotel Monte Carlo), **Tony Hilligoss** (Serve Safe Pro), **Trisha Seitz** (Effectv), **Clay Jones**, **Ruth Waters** (Harrison Group), **Danelle Amos** (RevolutionX 1031 Exchange), **Keith Whisenant** (Residence Inn by Marriott Ocean City) and **Olive Mawyer** (Ocean City Chamber) for giving their time and helping make a difference in our community!



EXPERIENCE YOU CAN TRUST

FULL SERVICE HOTEL MANAGEMENT COMPANY

James Hospitality is a premier privately owned hotel management company, bringing extensive experience and a proven track record of success to hotel operations throughout the Mid-Atlantic region.

SERVICES

- **Operations**
- **Finance & Accounting**
- **Human Resources**
- **Revenue Management**
- **Sales & Marketing**
- **Asset Management**
- **Consulting**

TESTIMONIALS

James Hospitality has been a valued partner for over 10 years. They manage all operations, HR, and marketing with exceptional professionalism.

Their team has created a world-class experience for our guests—an experience that has directly translated to our bottom line. I can't recommend them highly enough!

-Crystal Beach Hotel

HOTEL PORTFOLIO



Carousel Oceanfront Resort



Cayman Suites Hotel



Crystal Beach Hotel



Tideland's Caribbean Hotel & Suites



Fenwick Inn



Bonita Beach Hotel



Coastal Palms Beach Hotel



The Bay Resort Waterfront Hotel



410-390-0354



info@jameshospitality.com



jameshospitality.com



12004 Coastal Hwy., Ocean City, MD 21842

Business Briefs

Hospitality Huddle Recap AI in Hospitality

A great group of members joined us to dive into the world of AI! Although hospitality will always be rooted in genuine human connection, AI is here to stay. To navigate its many possibilities, we teamed up with Salisbury University's BEACON experts for their insights.

A few ways that AI can assist:

Automated Guest Responses - AI quickly interprets guest inquiries and delivers accurate, conversational replies, saving staff time.

Boosts Revenue and Bookings - AI-powered recommendations upsell & drive revenue by personalizing offers and simplifying the booking process.

Frees Up Front Line Staff - By handling common questions and requests, AI reduces front desk workloads, letting staff focus on high-value tasks.

Always-On - AI responds instantly, answering questions, taking reservations, no matter the time of day!

With so much info, a follow-up session is being planned.

[View the presentation link here!](#)

RESOURCES

Top Ways to Maximize Your Partnership

8 simple ways to stay engaged and make the most of your partnership—so you never miss a valuable opportunity!

OCHMRA Member Portal Guide

Update your listing on OCVisitor.com, pay dues, update contacts, & register for events.

Use this [step-by-step guide](#) to get started!

Miles of Smiles Service Promise

Service Promise Flyers in [English](#) and [Spanish](#). Download and hang in your break room or by the time clock!

OC Keycard Booklet

350,000 copies are distributed - Reserve your spot today!

[Advertising Agreement](#)
[Hotel Distribution Agreement](#)

PKS Announces Year-End Tax Planning Webinar to Address Major 2026 Changes

As 2026 approaches, taxpayers are facing one of the most significant shifts in recent tax policy. PKS is hosting a timely webinar to help individuals and businesses understand the newly enacted One Big Beautiful Bill Act (OBBBA), explore strategies to maximize year-end savings, and prepare for the evolving tax landscape.

This free session will provide practical tools and insights to help attendees make confident decisions before year-end. Whether you're a business owner or an individual taxpayer, the webinar will equip you with actionable guidance to navigate the changes ahead.

Webinar Details:

- Date: Monday, November 10, 2025
- Time: 12:00–1:00 p.m. ET
- Location: Online
- Cost: Free

[Click here](#) to reserve your spot today!

Questions? Contact Laura Wilson at lwilson@pkscpa.com or (410) 546-5600

Community Connections

Support Our Women's Lacrosse Team – Bingo Night Fundraiser!

On behalf of the Stephen Decatur Womens Lacrosse Program, we want to reach out to you today to request your support of our Bingo Night Fundraiser. Last year, the proceeds helped us raise critical funds for our players, covering equipment, uniforms, bus fees, donations to Morgan's Message and Autism Speaks, and a contribution to the SDHS Booster Club Golf Tournament. We couldn't have done it without our community support.

This year, we're turning up the excitement with CASH BINGO! Our event will be held Saturday, March 28, 2026, from 3pm to 6pm, and we're inviting our local business community to be part of the fun while supporting our athletes.

We are looking for businesses to pledge cash donations for our bingo prizes, which will be collected before the event. Here's how you can get involved:

Bingo Game Sponsorships: We're offering multiple ways to get in on the action and support our team!

- We'll kick off the night with 4 Early Bird Games, each paying \$200. We're looking for 4 sponsors at \$200 each – one for each game.
- Then we'll roll into 18 Regular Games, each paying out \$150. We need 18 sponsors at \$150 each – sponsor one or grab a few!
- We'll also have: 1 Special Game, which will pay out \$250, and 1 Grand Prize Game, which will pay out \$500. We are still looking for a sponsor for each of these games as well!

We hope you'll join us in making this year's bingo our best fundraiser yet!

View the flyer on page 10 for more information.



47th Annual Christmas Bazaar

The Christmas Bazaar returns on **Saturday, November 8**, from **10am to 2pm** at the **Atlantic United Methodist Church!**

Browse festive treasures including Christmas décor, vintage & new jewelry, baked goods, gifts, and a silent auction. Don't miss Friar Gary's fries and a chance to take photos with Mr. & Mrs. Claus and their elves.

A carry-out lunch with seating will be available for \$12, including BBQ chicken, baked beans, cole slaw, a dinner roll, and a beverage.

Hosted by Martha Circle, proceeds support local missions.



Winterfest Celebrates 33 Years!

This year, experience the holidays like never before with the **debut of Enchanted Evenings**, a brand-new addition to Winterfest's sparkling celebration. On select nights, cozy up for a **horse-drawn carriage ride** through the dazzling lights!

Choose a private 2 or 6-person carriage, or reserve individual seats on the festive 12-passenger ride.

- [Click here for tickets](#)

You can now purchase Winterfest tickets in advance at discounted bulk rates for visits from November 20 through December 31, 2025.

Bulk Ticket Pricing:

- 50–149 tickets: \$5.50 each
- 150+ tickets: \$5.00 each

Check out page 8 for more info!



Join us for our
November Nibble & Network

NOVEMBER 13TH , 2025

BLU CRABHOUSE - 23RD ST.

MENU OVERVIEW

Hot Appetizers

Cold Appetizers

Carving Station

Pasta Station

Dessert station

Full Menu On The Back

Cocktail Hour, Networking, & Food from 5:30 - 8:30pm • \$55pp inclusive

Please RSVP by Friday, November 7th to susanjones@ocvisitor.com, scan the QR code or click the link below.

<https://oceancitymdassoc.weblinkconnect.com/atlas/events-v4/register/190>



*Payment is required in advance or at the door
Reservations not honored may be billed*

SPONSORED BY:





Winterfest of Lights



2025 Winterfest of Lights Special Notice

ADVANCE DISCOUNT TICKET SALES PROGRAM

To facilitate the sale of discounted Winterfest of Lights tickets in cooperation with the Ocean City Convention & Visitor Bureau members, we are pleased to offer advance purchase Winterfest tickets at a discounted bulk quantity rate to promote visits to Ocean City from November 20th through December 31st, 2025.

Participating CVB Members must purchase a minimum of 50 tickets to get the bulk price on tickets. The discount on the \$6.00 retail price is as follows:

TICKETS	PRICE
50-149	\$5.50/TICKET
150+	\$5.00/TICKET

All discount bulk ticket purchases must be made in advance at the Recreation & Parks main office located at 200 125th St, Monday through Friday from 9 AM - 4 PM. CVB members must call in advance to order tickets at 410-250-0125.

NOTE: Advance Tickets are not on sale at the Winterfest of Lights ticket booths.

The offer of the advance sale of discounted tickets is to allow participating CVB Members the opportunity to package or otherwise leverage the Winterfest tickets with a promotion or sale the CVB Member is offering to attract visitors and customers to the member's business during the Winterfest season.

RESTRICTIONS: In order to protect the integrity of advance sales certain restrictions apply.

1. Tickets may not be re-sold to non CVB Members
2. Tickets may not be re-sold on the internet or to other ticket brokers or agents

THE RESTAURANT ASSOCIATION OF MARYLAND PRESENTS

THE SPRING TRADE EXPO

COOKING STARTS AT 11:00AM
WINNERS ANNOUNCED AT 1:00PM

THE WINNER WILL RECEIVE A SEAFOOD GOLDEN TICKET
TO WORLD FOOD CHAMPIONSHIPS FINALE.

FOR MORE INFORMATION EMAIL CORI GRAFER AT
CGRAFER@MARYLANDRESTAURANTS.COM

LOCATION:
2ND FLOOR BALLROOM SPOTLIGHT STAGE



WORLD FOOD
CHAMPIONSHIPS



MARCH 9TH, 2026

ROLAND E. POWELL CONVENTION CENTER
OCEAN CITY, MD 21842



Stephen Decatur High School Girls Lacrosse Team
9913 Seahawk Road
Berlin, Maryland 21811
meganlpaul@gmail.com
443-783-4149



Support Our Women's Lacrosse Team – Bingo Night Fundraiser – American Legion Post 166, March 28, 2026!

On behalf of the Stephen Decatur Womens Lacrosse Program, we want to reach out to you today to request your support of our Bingo Night Fundraiser. Last year the proceeds helped us raise critical funds for our players covering equipment, uniforms, bus fees, donations to Morgans Message and Autism Speaks, and a contribution to the SDHS Booster Club Golf Tournament. We couldn't have done it without our community support.

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Community Give-Back Bonus

- This year, we're also supporting Diakonia. Any attendee who brings 3 non-perishable food items or cleaning supplies will receive a free Early Bird Bingo game card.

Your sponsorship will be recognized at the event, on our social media, and in our printed materials, giving your business valuable exposure to our community. If you'd like to pledge, please contact us by November 28, 2025, so we can reserve your sponsorship and arrange collection.

Thank you again for your past generosity, we hope you'll join us in making this year's bingo our best fundraiser yet!

With gratitude,

Megan L Paul
Co-Team Mom
443-783-4149
meganlpaul@gmail.com