

# HOSPITALITY HOTLINE

October 2025



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Executive Director



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## Dates For Your Calendar

### Harbor Day at The Docks

October 11<sup>th</sup> - 10am to 3pm  
West OC Commercial Harbor

### Worcester County Job Fair

October 15<sup>th</sup> - 3pm to 6pm

### Nibble & Network Events

November 13<sup>th</sup> - BLU Crabhouse  
December 18<sup>th</sup> - Kalamata  
January 15<sup>th</sup> - Aloft Hotel  
February 19<sup>th</sup> - Vista Rooftop  
April 9<sup>th</sup> - Seacrets

### Hospitality Huddle

October 29<sup>th</sup> - 10am

### Diakonia Turkey Trot

November 27<sup>th</sup> - 8am

### Ocean City's 150<sup>th</sup> Gala

December 12<sup>th</sup>  
OC Convention Center

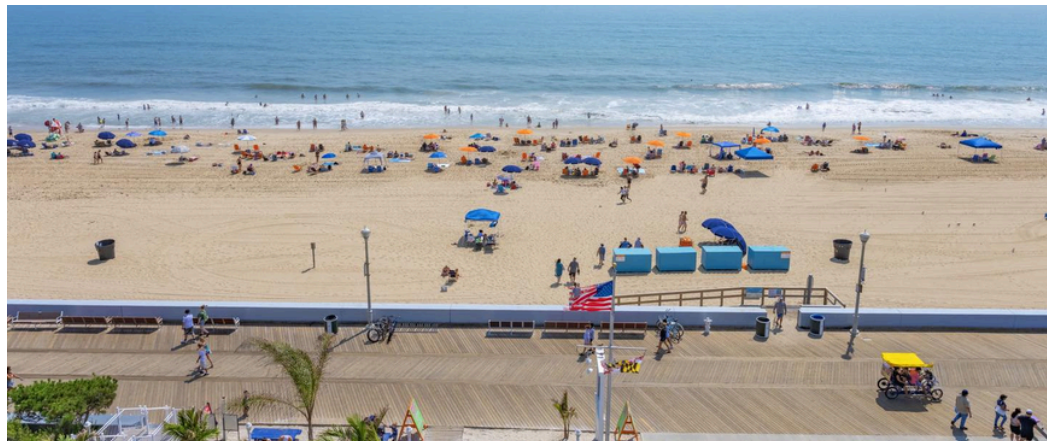
## Member Message

From Executive Director, Susan L. Jones

As October arrives and the air turns crisp, OCMD begins its beautiful transition into fall, a season where we finally catch our breath after the busy summer and reconnect and enjoy what makes this community special. We've got a great chance to do just that at **Sunfest**, which turns **50** this year! We've been invited to help pour beer alongside the OC Recreation Boosters, and it's a fun way to get involved, meet some new faces, and support a great cause. Check out page 3 for how to sign up.

Mark your calendars for **October 29<sup>th</sup>**—we're hosting our Fall **Hospitality Huddle**, and this time we're diving into AI and how it's shaping hospitality. We've teamed up with the BEACON team from SU's Perdue School of Business to bring you some fresh, practical insights. (Keep an eye on your inbox—formal invites are on the way!)

Also, exciting news: D3 Corp is in the final stretch of building our new website and we'll be rolling out our new look as the **OCMD Hospitality Association**. It's all about giving our industry a stronger voice for *advocacy, education, and networking* here in Ocean City. Looking forward to seeing you this month—whether it's at Sunfest, the Hospitality Huddle, or just around town! 😊



## 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're excited to welcome **Bob White** as the new VP of Operations for **Pinnacle Hospitality Group**! Congratulations to our newest Active Member, **Liberatore's OC**, on their successful Grand Opening - a wonderful addition to Ocean City's restaurant scene! We also proudly welcome the newest additions from Elias Hospitality - **Bai-Tee Bakery** and **Oyster & Scales** - fantastic dining options! Congratulations to **Jayne Hayes** on her new role as Vice President with **Deeley Insurance**. **Matt Rankin, Ecolab**, has been promoted to District Manager - way to go, Matt! **Joanna Aydelotte** has joined the **Ocean City Chamber of Commerce** as their new Events Manager! The **Princess Royale Resort** is welcoming a new member to the HR team, **Nik Johnson**.

**Becker Morgan Group** is excited to announce the opening of its new office in Virginia Beach, Virginia, marking another step in the firm's continued growth and commitment to serving clients throughout the Mid-Atlantic and Southeast. **Outlets Ocean City** welcomes **Ocean's Playhouse** as its newest storefront! **Ocean's Playhouse** is a brand-new, ocean-themed indoor play and party space for kids and families. Join the Grand Opening on Oct. 1, 10am-8pm, and a 10:30am ribbon cutting.

## SAD GOODBYES

Our thoughts and heartfelt condolences are with Sal Furno's wife Michelle & family, the Wagner family and friends, and all who are mourning this sudden loss. Sal was an industry icon and a true foodservice legend. Condolences to Atlantic Aquatech's Brad Jarvis on the loss of his father John Jarvis, OC lifeguard and pool guru. Hugs and prayers to India Bandorick, Fish Tales on the loss of her mother and Alex Grier, Spain Wine Bar on the loss of her sister.

## Welcome New Members

### ACTIVE

**Liberatore's OC**  
[oclubs.com](http://oclubs.com)

**Oyster and Scales**  
[oysterandscales.com](http://oysterandscales.com)

### ASSOCIATE

**Bai-Tee Bakery**  
[bai-teebakery.com](http://bai-teebakery.com)

**Lost Treasure Mini Golf**  
[losttreasuregolf oceancity.com](http://losttreasuregolf oceancity.com)

### ALLIED

**Chesapeake Gasket Services**  
[chesapeakegasketservices.com](http://chesapeakegasketservices.com)

**DMV Distributing**  
[dmvdistrib.com](http://dmvdistrib.com)

## Put Your Business in the Hands of Visitors With The 2026 OC Keycard Holder

This convenient, pocket-sized 4x6 OC Keycard Holder is supplied **COMPLIMENTARY** to our hotel members for inserting plastic guest keys.

If you're a restaurant, attraction, or business looking to connect with hotel guests, the OC Keycard Holder is a must for your advertising plans. It's a **HIGHLY EFFECTIVE** way to reach guests directly, without relying on brochure racks!

Contact us to reserve your 2026 advertising space!

**Restaurants & Attractions** - [click here](#) to reserve your space

**Hotels** - [click here](#) to sign up for next year's distribution



350,000  
Copies



55+  
Hotels



Thousands of  
Impressions



One-Time  
Investment







# Partners In Focus

## Be Inspiring - Register to Volunteer at the OCHMRA Travel Storefront!

School is back in session, & the Junior Achievement Center is excited to welcome the community back for another year of inspiring students!

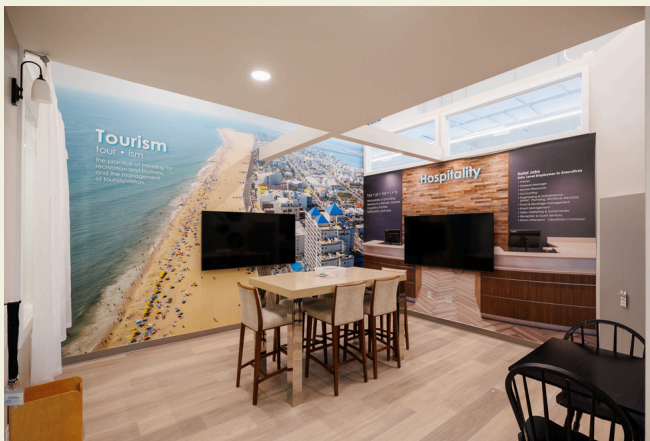
*Volunteers are the heart of our programs.* When students connect with adults who share their experiences, they discover new opportunities and career pathways they may never have imagined.

As you know, a strong pipeline of future employees is vital to the Hospitality Community. That's why we encourage your workplace to get involved through volunteering!

Your team can sign up for individual dates and schools, or participate together as a team-building activity.

[Click here](#) to view the available opportunities and sign up!

If you have any questions, please contact Rachel.Schweitzer@ja.org



## Nibble & Network Sponsorship Opportunities

We're gearing up for our upcoming Nibble & Network events (*previously known as OCHMRA Dinner Meetings*) and we're looking for Allied Member sponsors to help make them even better!

If you'd like to sponsor a networking event, email [kaylee@ocvisitor.com](mailto:kaylee@ocvisitor.com) or call us at (410) 289-6733.

### For \$150, event sponsors receive:

- Your logo featured on the emailed event invitation, in the program, welcome sign, & table tents.
- The opportunity to leave promotional items and/or set up a display table at registration

*\*Only 4 non-competing sponsors per event.*



## OCHMRA Partners with OC Recreation Boosters for Sunfest

For the first time ever, we'll be joining the fun by helping pour beer at Sunfest! A big thank you to Harry How and the OC Recreation Boosters for inviting us to be part of the festivities.

Want to join in and have fun while supporting a great cause? **Volunteer shifts are available in 4-hour increments** from October 23–26, 9:45am to 8pm.

To sign up, email [susanjones@ocvisitor.com](mailto:susanjones@ocvisitor.com) or call (410) 289-6733!

## Fun Fall Events



**JUST WALK MARYLAND DAY**  
OCTOBER 2, 2025

**WALK WITH US AT:**

- BYRD PARK: 9:00 AM (400 Dighton Ave., Snow Hill, MD 21863)
- CYPRESS PARK: 12:00 PM (7 Bridge St, Pocomoke City, MD 21851)
- STEPHEN DECATUR PARK: 4:30 PM (Route 113 & Tripoli St, Berlin, MD 21811)

**FAMILY-FUN | HEALTH SCREENINGS | & MORE!**

SCAN THE QR CODE TO REGISTER! →

QUESTIONS? CALL: 410-632-1100 EXT. 1108

just walk WORCESTER

Just Walk Maryland Day



**Harbor Day At The Docks**  
SATURDAY  
OCTOBER 11, 2025  
10:00AM TO 3:00PM  
at Sunset Ave. in West Ocean City, MD

Join us for a day celebrating Worcester County's Maritime heritage, culture, traditions, commercial and sport fishing.

- Live Music
- Kids Activities
- Crab Cake Eating Contest
- Vendors
- Food Trucks
- Local Brews
- Special Guests
- Cascading Carlos and MORE!

Harbor Day at the Docks



American Cancer Society **MAKING STRIDES**  
2025  
OCEAN CITY, MD

**SATURDAY OCTOBER 25 2025**  
8:00AM: Event opens  
9:00AM: Walk starts

**JOIN THE FIGHT AGAINST BREAST CANCER!**  
The Pink Village will be set up at South 1st Street and the Boardwalk. This is where South 1st intersects the Boardwalk at the Tram Station. Look for the Pink Tents, Pink Wavy Lady, and the Giant Pink Chair. Even the potties will be pink.

Scan the QR Code to register today

**GET INVOLVED!**

**WALK**  
Register for free and fundraise through your personal online dashboard or our Fundraising app.

**SPONSOR**  
Support Making Strides through a personalized sponsorship and get your employees involved in supporting the community.

Follow us on Facebook

For more information contact  
jill.sturgis-elliott@cancer.org, 410-430-8131

Making Strides

## MTC Tourism & Travel Summit

The Maryland Travel & Tourism Summit (MTTS) is Maryland's annual tourism industry conference that brings together all sectors of the hospitality industry where business and public sector leaders convene, network, and learn new strategies to advance Maryland's Tourism industry.

The summit draws more than 300 attendees who engage with dynamic keynote speakers, participate in interactive learning sessions, attend the MTC Annual Meeting, celebrate at the MTTS Awards Banquet, and enjoy an off-site Welcome Reception.

[Click here](#) to learn more about the event/register!



**MARYLAND TOURISM & TRAVEL SUMMIT**  
EDUCATING, INSPIRING, EMPOWERING  
COLLEGE PARK • NOVEMBER 17-19, 2025



## 2025 Diakonia Turkey Trot

Start your Thanksgiving morning with purpose. Join Diakonia for their 4<sup>th</sup> Annual Turkey Trot, an energizing 5K Fun Run & Walk along the Ocean City Boardwalk that supports their mission to provide food, shelter, and critical resources to those in need across Maryland's Eastern Shore.

Partner with Diakonia as a sponsor and showcase your business while giving back to the community.

### Sponsorship levels are:

- Platinum Sponsor – \$2,500
- Gold Sponsor – \$1,250
- Silver Sponsor – \$500
- T-shirt Sponsor – \$250

[Click here](#) to learn more about each sponsorship level!





**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

## LSWA Alliance Career Carnival Recap

We attended the Lower Shore Workforce Alliance Career Carnival at the JA Center for a day full of career exploration, community connection, and lively carnival fun.

At our Travel Storefront table, we helped students learn about the many exciting opportunities in hospitality. Our message was simple: hospitality is everywhere. It's not just hotels and restaurants; it's theme parks, cruise lines, sports stadiums, golf courses, airlines, chambers of commerce, and even travel marketing. If it's fun and brings people together, it's hospitality!

We loved showing students that no matter their interests, there's a future for them in hospitality, one that can be both rewarding and fun.



## 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](#)

## Tipped Employees In Jeopardy AGAIN

An out-of-state activist group has targeted Maryland with a proposal that would eliminate the tip credit in Baltimore, putting the local restaurant industry at risk and threatening thousands of jobs. A similar law in D.C. led to over 70 restaurant closures and significant job losses.

In April, legislation was introduced in the Baltimore City Council that would require full-service restaurants and bars to pay tipped employees the full Maryland minimum wage (currently \$15 per hour) as a base wage, eliminating the current tip credit system, which allows a base wage of \$3.63 per hour plus tips.

To protect our industry and workforce, we'll need to make the trip to Annapolis this legislative session to advocate against this proposal! [Click here](#) to learn more about what's happening in Baltimore and how you can help their restaurants!

## Need Help Navigating MD Government?

Recently, during a meeting with the MD Secretary of Commerce, we had the pleasure of meeting **Luis O. Cardona**. He is the Director of the **Governor's Office for Business Advancement**. His primary role is to assist businesses as a "navigator." For example, many have had issues with MD Tax Connect, and he has been able to resolve the issues. Additionally, issues with permitting red tape, licenses, and unfair fines are items he can assist with. Here is his contact info:

**Email:** [luis.cardona@maryland.gov](mailto:luis.cardona@maryland.gov) • **Phone:** (443) 806-4950.



## FREE Onsite Visit - Get To Know Your Fire Alarm System

The Fire Marshal's Office believes every business and property owner should know their fire alarm system, understand its operation, and have confidence in its ability to protect customers, residents, and employees.

They have received several inquiries from local businesses and property owners regarding carbon monoxide (CO) detectors, fire alarm system components, and the like. And to support the community, the Fire Department is offering **FREE** on-site visits for any business, restaurant, or multi-family dwellings.

During the visit, they will:

- Review carbon monoxide and smoke detector requirements.
- Explain how your system is designed to operate.
- Provide guidance to help ensure your system is functioning properly.
- Provide information on what your alarm should sound.

If you would like to schedule a visit [www.oceancitymd.gov/Fire](http://www.oceancitymd.gov/Fire) and click the "Public Education & Community Outreach" block. From there, you can select the option "Get To Know Your Fire Alarm System."

Have questions? Reach out to Ryan at [RWHITTINGTON@oceancitymd.gov](mailto:RWHITTINGTON@oceancitymd.gov) or at (443) 235-3205.



### Webinar Resources: Traveler Segments

By: Powered by The State of the American Traveler

In a recent webinar, Traveler Segments, Powered by The State of the American Traveler, Miles and Future Partners explored **four key U.S. traveler segments**, sharing similarities and differences in how they consume content and book travel.

Here's a quick recap on key insights:

- **Sports and Music Event Travelers** – More than half of U.S. travelers (55%) traveled for a sporting or music event in the past year.
- **Wellness Seekers** – Over 80% of these travelers say it is very or extremely important that their trips support physical, mental or spiritual well-being.
- **Generation Z** – These travelers are most likely to use social platforms like TikTok and Instagram for travel inspiration and planning.
- **DINKs** (Dual Income, No Kids) – DINKs tend to avoid peak season travel and are less likely to take spontaneous trips compared to family travelers.

Watch the [full webinar](#) or download the [full slide deck](#)!

## Celebrate America's 250<sup>th</sup> in Maryland

Are you and your partners ready for America's 250th anniversary in 2026?

From the oyster farms of the Chesapeake Bay to the mountain peaks in Western Maryland, local MD250 Commissions and Destination Marketing Organizations are planning events; art, video, and essay competitions; children's activities; concerts; historical theater events, and more. Recurring annual events are also being branded for the semi-quincentennial during 2026.

To get involved with events in your area, create your own or find out more, go to your local municipal and convention and visitors bureau websites or visit the [Maryland 250 Commission website](#).

# Community Connections

## Community Emergency Response Team (CERT)

The Ocean City Department of Emergency Management is pleased to provide CERT Basic Training. The typical 8-unit course teaches skills using updated FEMA-supplied materials, incorporating practical exercises, and culminating with a disaster scenario in a realistic environment.

### For whom is the training designed?

The target audience for this course is individuals who desire the skills and knowledge required to prepare for and respond to a disaster. The minimum age is 16, and there is no maximum age. Everyone participates to the extent that they can, given individual constraints.

**Fall Training Dates:** November 17-22, 2025

- Monday–Friday (Nov. 17–21): 6 - 9pm
- Saturday, Nov. 22: Skills Day, Final Exam, & Graduation from 9:00 AM–12:00 PM

**Sign up deadline:** October 31, 2025

In-person sessions will be held at the 65<sup>th</sup> St. Public Safety Building.

[Click here](#) to sign up for training or to learn more!



## Ocean City, MD's Newest Festival

As part of its convention, meeting planner, and tour & travel community, the OCCVB is offering an exclusive discount to the newest event, the Rising Tides Festival, a one-day music and entertainment experience at the Convention Center.

**Date:** November 22, 2025 | Time: 2–10 PM

**Special Code:** RISINGOC10

Attendees can enjoy the inaugural celebration featuring legendary artists, retro vibes, and a full day of live music, food, and fun. After experiencing Ocean City for business, this is the perfect opportunity to return for the party.

[Click here](#) to get your tickets and learn more!



## Artists Paint OC Award Ceremony

For 20 years, the Art League of Ocean City has hosted the Artists Paint OC Festival, bringing talented painters to our community.

During the Awards Ceremony, OCHMRA proudly sponsors the Best Hospitality award. Check out this year's winning piece!





# Worcester County JOB FAIR

Pocomoke Community Center  
1410 Market Street, Pocomoke City, MD 21851



Attention **employers!** Calling all business owners and hiring managers - Elevate your workforce and expand your network at the upcoming Job Fair.

Engage with top talent, forge valuable connections, and fuel your company's growth as you tap into the vibrant pool of local professionals.

## WEDNESDAY, OCTOBER 15

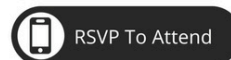
### 3:00 p.m. - 6:00 p.m.

No charge to participate, but please register now (only 20 spaces available) by scanning the QR Code or visiting: <https://tinyurl.com/MDsCoastJobFairOctober15> to reserve your table. Each business will get an 6ft table with 2 chairs. Please bring your own table covering and materials to showcase your business to job seekers.

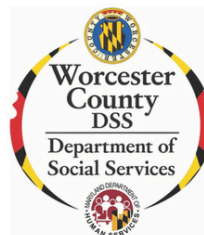
**Spanish and Haitian Creole Interpreters will be available.**

~ Entèprèt Panyòl ak Kreyòl Ayisyen ap disponib.

~ Habrá intérpretes de español y criollo haitiano disponibles.



Brought to you by Worcester County Economic  
Development in partnership with:



*Pocomoke Community Center*

## QUESTIONS?

Nancy Schwendeman, Workforce Development Specialist  
[nschwendeman@worcestermd.gov](mailto:nschwendeman@worcestermd.gov), (410) 632-3112 ext. 2120

# TAM (TECHNIQUES OF ALCOHOL MANAGEMENT) CLASSES

*Call us to schedule a TAM class  
at your establishment or register  
for one of the classes below!*



To register, contact Lynn Suarez at  
410-632-1100 ext.1109 or [lynn.suarezapecheche@maryland.gov](mailto:lynn.suarezapecheche@maryland.gov)

## UPCOMING CLASSES

**#1**

August 19, 2025

1:00 p.m.

Berlin Library (13 Harrison Avenue, Berlin, MD 21811)

**#2**

September 16, 2025

1:00 p.m.

Berlin Library (13 Harrison Avenue, Berlin, MD 21811)

**#3**

November 18, 2025

1:00 p.m.

Berlin Library (13 Harrison Avenue, Berlin, MD 21811)

**#4**

December 16, 2025

1:00 p.m.

Berlin Library (13 Harrison Avenue, Berlin, MD 21811)

\$55/person

(Discounts available for groups of ten or more)

