### **BEST BUSINESS PRACTICES**

## Greater OC Chamber & OC HMRA



## CRIME PREVENTION TIPS

### T.E.A.P

Trespass Enforcement Authorization Program

### GOAL- EVERY PROPERTY THAT ISN'T OPEN 24/7

Mostly applicable to restaurants & retail

### GIVES OCPD AUTHORITY

Allows enforcement of trespassing, OCPD can effectively address peace & order on private property when owner is not present

Sec. 58-81, Code of the Town of Ocean City

## NO TRESPASSING

### PRIVATE PROPERTY UNDER TRESPASS ENFORCEMENT AUTHORIZATION PROGRAM OCEAN CITY POLICE DEPARTMENT





# Business Owner Designee

### WHO IS IN CHARGE - ESPECIALLY 5PM - EARLY A.M.

- Easily identifiable decision maker
- Seek voluntary compliance by requesting the subject discontinue their behavior
- Ask the subject to leave the property by giving a trespass warning
- Be cognizant of all surroundings to identify criminal activity
- If necessary, call OCPD





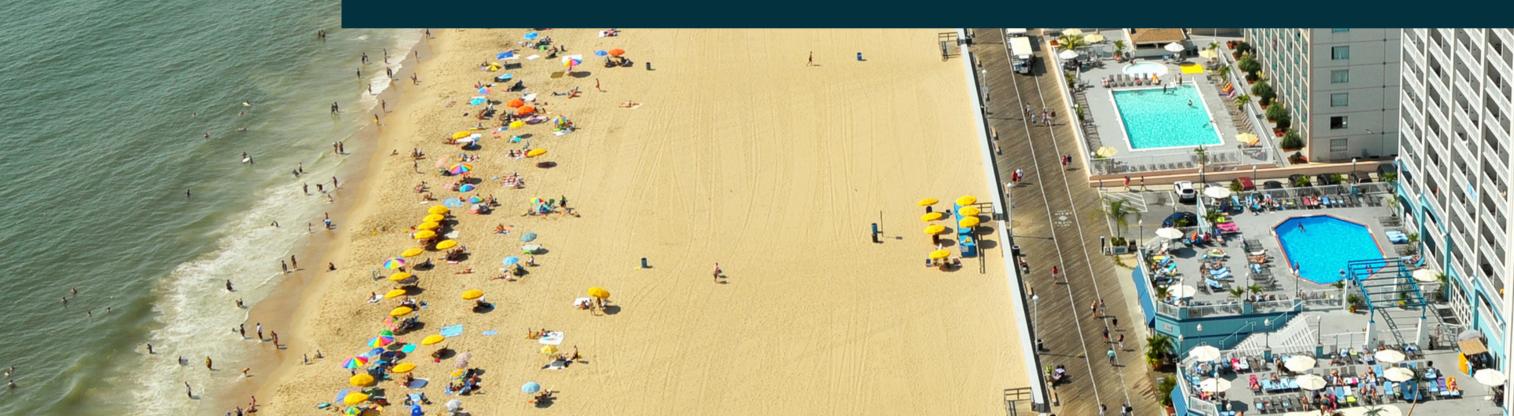
### **HIRE SECURITY**

During large event weekends, extra eyes are useful



### **SECURITY CAMERAS**

### Post signs saying cameras in use deters crime



## HOSPITALITY BEST PRACTICES



# Managing Guests

### COMMUNICATE CLEARLY STATED POLICIES: PREVENTING CONFLICT STARTS WITH SETTING REALISTIC EXPECTIATIONS

websites, menus, booking forms, confirmation emails, 3rd party sites, social media, use signed lodging agreements, desk signage, Google listings

### KNOW WHO YOU ARE RENTING TO

deep discounting isn't always positive

### KEEP ACCURATE GUEST RECORDS

vehicle license plates, driver's license



## Lodging Agreements **ITEMS TO INCLUDE**

### SECURITY DEPOSITS

for all - not just one group get credit card # require sign rules & reg

### NO UNREGISTERED GUESTS

no subletting gatherings not allowed, underage drinking will be reported to OCPD

### **PROPER**

request all registered in room have picture ID

### GATHER ALL INFO

vehicle make/model and license number

# Empower Employees

### FRONT LINE STAFF

First line of defusing situations - guests want to be heard, apologies go a long way, quick solutions & follow up

### DEVELOP SCENARIOS & SOLUTIONS / TRIGGERS

Triggers - visual, verbal & vocal. Pre-determine what could happen, what is acceptable practice, small discounts may satisfy

### PROVIDE TALKING POINTS / GUIDELINES

Share talking points with staff, prepare a FAQ sheet and post

### MAINTAIN OPEN DIALOUGE

Ensure you are available to staff and they know how your policies and how to report issues - cultivate feeling of purpose & PMA



## Final Tips





being said, our operations may look a bit different than normal. We kindly ask you to be patient with us.



### CULTURE OF KINDNESS Starts at the top, help it spread!

PACK YOUR PATIENCE Post Signage





### STAY INFORMED Safelist our emails

## Greater OC Chamber of Commerce

LACHELLE SCARLATTO 410.213.0144 LACHELLE@OCEANCITY.ORG



# OC Hotel-Motel-Restaurant Association

SUSAN L. JONES 410.289.6733 SUSANJONES@OCVISITOR.COM



OCEAN CITY, MARYLAND

HOTEL • MOTEL • RESTAURANT • ASSOCIATION • INC.

