

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

**NO
TRESPASSING**
**PRIVATE PROPERTY UNDER
TRESPASS ENFORCEMENT
AUTHORIZATION PROGRAM**
OCEAN CITY POLICE DEPARTMENT



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



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



SECURITY CAMERAS

Post signs saying cameras in use
deters crime

HIRE SECURITY

During large event weekends,
extra eyes are useful





HOSPITALITY BEST PRACTICES

Managing Guests

COMMUNICATE CLEARLY STATED POLICIES:
PREVENTING CONFLICT STARTS WITH SETTING
REALISTIC EXPECTATIONS

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 ID

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

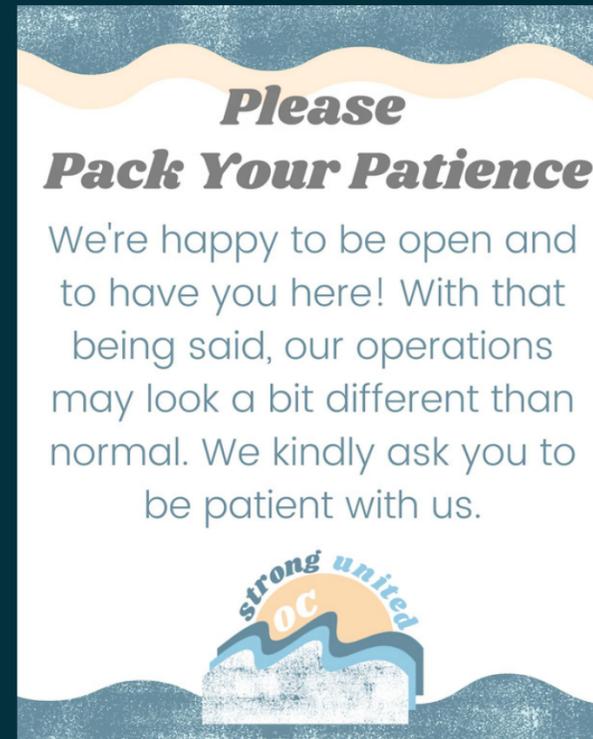


Final Tips



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

410.213.0144

INFO AT OCEANCITY.ORG



Ocean City, Maryland
Chamber of Commerce

OC Hotel-Motel- Restaurant Association

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HOTEL • MOTEL • RESTAURANT • ASSOCIATION • INC.



*here's to
a great
summer!*