

# HOSPITALITY HOTLINE



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

5700 Coastal Hwy. #302 Ocean City, MD 21842 • (410) 289-6733 • OCVisitor.com • Inquire@ocvisitor.com



**Susan Jones**  
Executive Director



**Kaylee Payne**  
Business Development & Marketing Associate

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### Dates for your Calendar

#### Museum of OC

217 S. Baltimore Ave.

Ribbon Cutting: Sept. 6 - 12 to 1pm

Open House: Sept. 6 - 1 to 5pm

#### OC Bikefest

Inlet & Convention Center

Sept. 11- 15

#### MD Restaurant Week

State of Maryland

Sept. 13 - 22

#### OCToberfest Shore Craft Beer Fest

Bayside Park at 3rd St.

Sept. 21

#### ServSafe FPM Class

The Grand Hotel and Spa

October 8 - 7:30am to 3:30pm

More info on pg. 6

#### MD Travel & Tourism Summit

Nov. 6 - 8

Owings Mill, MD

### Member Message

From Executive Director, Susan L. Jones

Happy Labor Day weekend! This time of year always brings a mix of emotions—relief at making it through summer, sadness as we say goodbye to departing staff, and excitement for the beautiful fall ahead. One feeling that stays constant is joy. I'm grateful to live and work in such an amazing place! Take a moment to enjoy the beach, watch the sunset, and stroll the boardwalk. These simple pleasures are great for clearing your mind.

September is bustling with activity and visitors, from wine and craft beer lovers to motorcycle enthusiasts. Since we're in the hospitality business, remember to keep a smile on your face. As Eleanor Roosevelt wisely said, "True hospitality consists of giving the best of yourself to your guests." So be sure to carve out some time for yourself to recharge—whether that's a beach walk or sunset viewing! Happy September everyone! 😊



# Hospitality Highlights

Whats new in the industry?



Check out OC Tourism's latest newsletter

## WARM WELCOMES & CELEBRATIONS

A warm welcome to **Nancy McMenamin** on joining the **OC CVB** team as their new Contract Admin & Sales/Finance Support. A big congratulations to the **Ocean City Museum Society** on the opening of the newly restored **Museum of Ocean City**. The former Bank of Ocean City building at 217 S. Baltimore Ave has been transformed into a museum and visitors can check out the newly restored space, learn about its future use, and view an exhibit that reflects the building's 114-year history. Click here to learn more at [Museum of OC Link](#). Check it out at the Open House on September 6th!

## SAD GOODBYES

Our sincerest condolences to **Jay, Cole, Kyler, Khari Taustin** and the **District 24 family**, on the loss of family icon **Cheryl Taustin** who created a lasting impact on so many. She's singing with the angels!

### 51st Annual OCHMRA Spring Trade Expo - Booth Sales Open

Booth sales are now open for Allied Members, so be sure to reserve your spot early—last year's event sold out quickly!

Our goal remains to connect hospitality industry buyers and sellers, offering an affordable marketing opportunity with unparalleled exposure for your company. With over 440 exhibit booths, the Expo has grown into the Mid-Atlantic's largest hospitality show. This year, all exhibit space will once again be on the Lower Level, and we're introducing an exciting new area: the Lobby Lounge. Located near the Concession Stand, the Lounge will feature a seating area perfect for conducting business.

Hotel and restaurant members, please encourage your vendors to exhibit. Allied members, we'd love to discuss how you can be a part of this fantastic event! Exhibit space contracts are available [here](#).



### Hospitality Hiring Resources

Are you in need of hiring resources that are either FREE or LOW-COST? [Click here](#) to view some resources that may be able to guide you or provide the support you need.

For questions or additional assistance with your workforce needs, contact: Nancy Schwendeman, Workforce Development Specialist [nschwendeman@MarylandsCoast.org](mailto:nschwendeman@MarylandsCoast.org) or (410) 632-3112, ext. 2120.

### Volunteers Needed for Bikefest

We're looking for volunteers to help out with ID checking and wristbanding at the Inlet. If interested, [click here](#) to review the available time slots, and click the button to sign up.



Ocean City, Maryland Chamber of Commerce

## FEATURED PARTNERS:



(410) 543-0693



(410) 779-1275



# Member Mentions



## Be part of the 2025 OC Keycard Holder!

This convenient, pocket-sized 4x6 Keycard Holder is supplied **COMPLIMENTARY** to our hotel members for inserting plastic guest keys. If your hotel needs a supply, just let us know! In 2024, we printed 350,000 copies.

If you're a restaurant, attraction, or business looking to connect with hotel guests, be sure to include our Keycard Holder in your advertising plans. It's a highly effective way to **REACH HOTEL GUESTS DIRECTLY** while supporting the OCHMRA!

Contact us via email or phone to reserve your 2025 advertising space!

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

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

## OCHMRA Dinner Sponsorship Opportunities

With fall just around the corner, it's time to start planning our Networking Dinners! If you're an Allied Member and interested in sponsoring one of them, email [kaylee@ocvisitor.com](mailto:kaylee@ocvisitor.com) or give us a call at (410) 289-6733 to secure your spot!

### For \$150 dinner sponsors receive:

- Your logo on the event invitation & evening program placed at each seat
- Provide a description of your company to be used during the verbal thank you in the opening welcome
- Ability to place business cards or any collateral material/ad specialty item at each seat
- Verbal thank you in the closing remarks
- A mention in the invitation email with company description
- *If space permits, a table for your info. display*

*Note: November sponsorship spots are full*

### Save the Dates:

November 14 | December 12 | January 16  
February 13 | April 10

## MARYLAND TOURISM & TRAVEL SUMMIT

EDUCATING, INSPIRING, EMPOWERING

BELCAMP • NOVEMBER 6-8, 2024

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 attracts 300 + attendees who engage with a variety of keynote speakers on industry trends and professional development, MTC Annual Meeting, participate in interactive learning sessions, MTTS Awards Banquet, and an off-site Welcome Reception.

Last year's Tourism Marketplace SOLD OUT! This is the industry event of the year and you will not want to miss out!

[Click here to register](#)

## FEATURED PARTNERS:



(410) 543-0693



(410) 779-1275

## Here are some upcoming events with exciting sponsorship opportunities



### [Coastal Walk & 5K](#)

Presented by: Coastal Hospice

Saturday, October 19, 2024  
Assateague State Park



### [15th Annual Golf Tournament](#)

Presented by: Worcester Tech HS

Saturday, October 5, 2024  
Ocean Resorts Golf Club



### [Diakonia Turkey Trot](#)

Presented by: Diakonia

Saturday, November 23, 2024  
S. Atlantic Ave. & the Boardwalk

## BUSINESS BRIEFS

### Updated Maryland Clean Indoor Air Act

Maryland's Clean Indoor Air Act (the smoking ban law) was updated in 2024 to also prohibit vaping in indoor areas open to the public. The [updated law](#) prohibits smoking and vaping of all tobacco, cannabis, or hemp-derived products in indoor areas open to the public except in limited circumstances. The Act specifically prohibits smoking and vaping in public meeting places, public vehicles, and indoor places of employment.

Signage that states "No Smoking or Vaping" must be conspicuously posted and properly maintained in each indoor area open to the public (including each public entrance to an indoor area) where smoking or vaping is prohibited. The updated law became effective on July 1, 2024. Local health departments check for compliance during routine inspections.



[Click here](#) for the poster

### New MD Law to Require Defibrillator (AED) at Certain Restaurants

A new state law requires certain restaurants and grocery stores to have an Automated External Defibrillator (AED) on site. The AED requirement under this new law takes effect on January 1, 2025.

The new law exempts restaurants with an annual gross income of \$1,000,000 or less, excluding sales of off-premise consumption, OR a seating capacity of less than 100.

We have Allied Members that are AED suppliers:

- [Coastal Fire & Life Safety](#)
- [Heart to Beat LLC](#)

There is a new MD law that provides a \$500 non-refundable State tax credit for restaurants with at least \$400,000 in annual gross income that purchase an AED. The tax credit is in effect for tax years 2023 through 2027 and terminates on June, 30, 2028.

### Save OC No Wind Turbines

The Save OC Committee has created a new website, [SaveOceanCity.org](#) to generate awareness. Offshore wind turbines would permanently alter our sunrise and coastal view, disturb precious wildlife, pollute our ocean, and do little to lower electric rates. The Department of Interior's Bureau of Ocean Energy Management recently opened a second lease area, approximately 3.5 miles off coasts of NJ, DE, MD, VA & NC. Read about this at [BOEM site](#).

Read SaveOceanCity's [press release](#) and [learn more](#) about how you can help!



### FEATURED PARTNERS:



(410) 543-0693



(410) 779-1275

## Ocean City Baltimore Ave. 15th to 33rd Paving

From Town of OC Public Works:

- We will be conducting work on the Baltimore Ave Corridor this Fall between 15th to 33rd Streets (with efforts terminating into the side streets, both easterly and westerly, by approximately 25 feet).
- We envision commencing work on the southbound lane side, starting at 33rd Street and working south, with the replacement of sewer manhole lids. This effort will commence in September, soon after Labor Day, but will be limited to Monday thru Thursday efforts.
- Once the southbound lane is complete we will commence similar sewer manhole lid replacement efforts on the northbound lanes from 15th to 33rd Street. Again, this work will be limited to Monday thru Thursday time frames.
- While these sewer related efforts are underway we will “also” be finishing up sidewalk work (ADA/HC corners that were not completed last winter) from 26th to 33rd Streets, on the east side of Baltimore Ave. All other corner/ramps were completed this past Spring.
- Starting on or about Monday October 14th (the day after the Endless Summer Hot Rod Event is over), we will commence milling and resurfacing. This effort, weather dependent, will occur Monday thru Thursday, typically. IF we face rain events during specific “weekdays”, and IF there is not an anticipated heavy traffic load for that specific Friday, we “may” work on the Friday to make up lost production earlier in the week.
- We clearly realize that Corvette Weekend is slated for November 8th and 9th. It is our intention to only mill/pave during that week thru the evening of the 6th.
- We anticipate milling and paving in +/- 4 block long intervals. During times of milling and paving north/south travel in those specific blocks will not be available BUT cross traffic (east/west) will be available, albeit on a limited basis, via a Traffic Flagger. (We will insure that all delivery vehicles are able to reach their destinations).
- Once the entire project is complete all new roadway markings (crosswalks, etc) will be installed.

### ServSafe FPM Class

*Brought to you by: Robert McKeon, MD ANFP (Association of Nutrition and Food Service Professionals)*

Robert McKeon, MD ANFP, will be **hosting a ServSafe (FPM) Certification Class at the Grand Hotel and Spa on October 8th**. The class will begin promptly at 7:30 AM and end at 1:30 PM. Parking is available at the hotel's multi-level garage, located across 21st Street next to the hotel.

The ServSafe Certified Food Manager's Exam will take place from 1:30pm to 3:30pm. Although the exam allows up to two hours, most participants complete it within 45 minutes. The cost for the class and exam is \$165 per person for credit card/check payments, or \$155 per person for cash payments (exact change is appreciated). Checks should be made payable to Robert McKeon, and receipts will be provided on the day of the class.

If you have a group of 3 or more attending, discounted group rates are available:

- 3 attendees: \$159 per person (credit card/check)
- 4-5 attendees: \$155 per person (credit card/check)
- 6+ attendees: \$149 per person (credit card/check)

For cash payments, deduct \$9 per person from the above rates.

To register, ask questions, or learn more, please email Robert McKeon at [chefrobert1966@hotmail.com](mailto:chefrobert1966@hotmail.com) with your name and email address.



## MD's Best Seafood Division of Agriculture Presentation *Presented by: the Department of Agriculture*

Maryland's Best Seafood Division hosted a webinar to discuss the various Maryland Department of Agriculture services, programs, and partnership opportunities. They aimed to help business expand their reach both statewide and nationally.

[Click here](#) to view their slides or take a look at the notes [here](#).

### Legislative Wrap-Up

Labor Issues - Bills effective **October 1, 2024**

#### **Senate Bill 38/House Bill 385 - Pay Stubs and Pay Statements - Required Information**

This legislation requires certain information to be provided to an employee in writing upon hiring, including rate of pay, regular paydays, and details regarding leave benefits. It also mandates additional information on physical pay stubs or online pay statements such as the employer's registered name, address, and telephone number, along with the date of payment and the pay period's start and end dates. It should also include the number of hours worked (unless the employee is exempt from overtime under federal and state law), rate of pay, gross and net pay earned during the pay period, the amount and name of all deductions, and a breakdown of additional pay such as bonuses and commissions on sales.

The Department of Labor may impose an administrative penalty of up to \$500 per employee for employers who fail to provide the required information on pay stubs.

#### **Senate Bill 525/House Bill 649 - Equal Pay for Equal Work - Wage Range Transparency**

This legislation requires employers to disclose the wage/salary range when advertising available positions, whether internally or publicly. This bill also includes additional record-keeping requirements for job postings, mandating retention of such records for at least 3 years.



### Harbor Day at the Docks Vendor Info

Harbor Day at the Docks, a maritime festival, will be held along the West Ocean City Harbor. If you are interested in exhibiting at the event, please fill out the application [online](#). Your application will be presented to the committee for review and you will be notified if you are selected to exhibit. Exhibit space is limited, and artisans will be selected based on the nature of their craft (maritime-related artisans are preferred).

#### **BOOTH SPACE:**

10' x 10' booth space - \$150\*

*Booth will be under a large vendor tent and includes (1) 8' undraped table and 2 chairs.*

# Community Connections

2nd Annual



# ROAST IT, TOSS IT, CRUSH IT

OCT 19TH  
12-5PM

**\* PIG ROAST**

**\* CORNHOLE TOURNAMENT**

**\* CRUSH & BEER SPECIALS**

**Prizes for 1st, 2nd &  
3rd Place!**



**BENEFITING DIAKONIA**

**Register Online \$25/team [Saltwater75.com](http://Saltwater75.com)**



# OC Keycard Holder 2025

## ACCOMMODATION DISTRIBUTION AGREEMENT

*If you would like to participate in this **optional, no-cost program**, please read on, sign, & return.*

This is an agreement between the Ocean City Hotel-Motel-Restaurant Association (OCHMRA) engaged in the publication of the OC Keycard Holder and your lodging business.

In consideration of the mutual promises, it is agreed and understood as follows:

1. The Accommodation business will furnish the approximate number of bookings (check-ins) expected over a one-year time frame. It is from this number specified on this agreement, that the OCHMRA will base the amount of OC Keycard Holders distributed to the Accommodation business in May 2025 for distribution to guests.
2. The Accommodation business will hand each guest an OC Keycard Holder at check-in.
3. The Accommodation business agrees to participate in the OC Keycard Holder Program in exchange for **FREE** OC Keycard Holders. The OC Keycard Holders will have a Welcome to OC cover and the inside backspace will have a pocket so you can insert any hotel-specific material you'd like.
4. The OCHMRA will deliver the Accommodation business to the OC Keycard Holders at no charge to the business.
5. The OCHMRA is not responsible or liable for any error content of ads. For example, spelling errors/typos, web addresses, phone numbers, etc.

The undersigned agrees to the terms of the above agreement as an authorized agent of said Accommodation.

Accommodation Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Number of Estimated Bookings: ("check-in's"): \_\_\_\_\_

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Response Deadline: Dec. 31, 2024**  
*Thank you for your participation!*

**Please return this agreement to:**  
5700 Coastal Hwy. #302, Ocean City, MD 21842 or  
kaylee@ocvisitor.com







# OCHMRA *Hotel Flyers*

The OCHMRA produces the flyers below to help keep your guests informed. If you are not receiving them or you'd like your front desk supervisors to receive, send us email addresses for e-distribution.

### Dining Guide

A comprehensive dining guide listing various restaurants in Ocean City, including their names, logos, and contact information.

### All-You-Can-Eat

**All-You-Can-Eat**  
DINING OPTIONS IN OCHMD

**West OC**  
Cobb Alley - 9713 Gold Course Rd.  
(402) 212-7602 | cobballey.com

Hogey's Crab House - 12913 Ocean Grove  
(402) 228-7771 | hogeyscrabhouse.com

**Inlet - 71st St.**  
Beach House Restaurant - 2310 N. Inlet Blvd in the Sand Hotel  
(402) 289-4846 | eatinbeachhouse.com

BEU Crabhouse & Raw Bar - 23rd St.  
(402) 289-3322 | eatinbeachhouse.com

Highways Crab House - 3116  
(402) 285-5281 | highwayscrabhouse.com

Joak's & the Whale - Flagship Hotel 21st St.  
(402) 224-7722 | joaksthewhale.com

**72nd - 146th St.**  
Burgers Restaurant - 7925 St.  
(402) 524-7771 | burgersrestaurant.com

Cook Hut - 134th St.  
(402) 265-3437 | ihoc.com

Highways Crab House - 124th St.  
(402) 252-2423 | highwayscrabhouse.com

OCVisitor.com

### Activity Calendar

**What's Happening in Ocean City**  
May

Thursday, Sunday, May 2 - 9  
The OC Fair is a family-friendly event featuring a variety of activities, including games, food, and entertainment. It's a great way to spend a day in Ocean City.

Friday, Sunday, May 3 - 10  
The OC Fair continues with more activities and entertainment. Don't miss the parade on Friday night!

Saturday, Sunday, May 4 - 11  
The OC Fair wraps up with a grand finale. Enjoy the fireworks and the closing ceremony.

... (rest of the calendar content follows a similar pattern) ...

May 2024  
OCVisitor.com

### Restaurant Week

**OCEAN CITY RESTAURANT WEEK**  
a culinary experience  
April 14 - 28  
OceanCityRestaurantWeek.com

A flyer promoting Restaurant Week in Ocean City, featuring a collage of various food dishes and the event dates.

### Restaurants Open for the Holidays

OCHMRA Member Restaurants open on **Thanksgiving**

**Inlet - 71st St.**  
Cobb Alley - 9713 Gold Course Rd. (402) 212-7602 | cobballey.com  
Hogey's Crab House - 12913 Ocean Grove (402) 228-7771 | hogeyscrabhouse.com

**72nd - 146th St.**  
Burgers Restaurant - 7925 St. (402) 524-7771 | burgersrestaurant.com  
Cook Hut - 134th St. (402) 265-3437 | ihoc.com  
Highways Crab House - 124th St. (402) 252-2423 | highwayscrabhouse.com

... (rest of the flyer content follows) ...

### Rainy Day Activities

**RAINY DAY?**

**ATTRACTIONS**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**INDOOR ACTIVITIES**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**EDUCATIONAL**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**SHOPPING & SPAS**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**ENTERTAINMENT**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**OUTDOOR ACTIVITIES**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

**RESTAURANTS & BARS**  
The OC Fair, The OC Aquarium, The OC Museum, etc.

OCVisitor.com

### Special Event Flyers

**CRUISIN' Ocean City**  
May 16-19, 2024

Special Event Zone in Effect  
Friday, May 17  
Saturday, May 18  
Sunday, May 19

Ocean City Police Department

OCVisitor.com

### Dining Options

**explore**  
Daily Deals at ExploreOC.com

**For Dining Options VISIT:**

Eat Local OCMD Daily Dining Deals Facebook Page

OCVisitor.com

### Find-A-Kid Program

**Our Hotel Participants in the FIND-A-KID PROGRAM**

Here's why children are wearing wristbands & why your kids should too!

- If the child is wearing a wristband and wanders away, there's a safe way to find them.
- If a lost child is found (OCMD or OC Beach Patrol will be quick to notify the child's first party).
- If they cannot find the parent they will bring the child to the hotel.

Wristbands are customized with our property name, address, and phone number.

Inquire Today!

OCVisitor.com