## MARKETING PLAN REBOOT

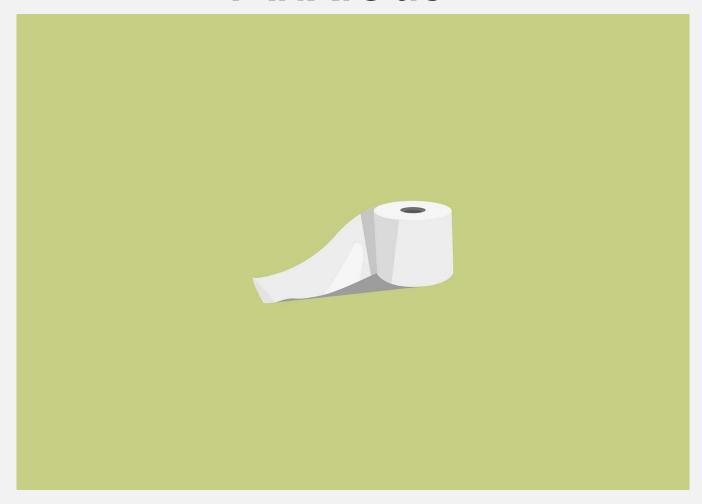
# **OVERWHELMED**



## **UNDERPAID**



## Anxious



# Now is the time to pivot



## Do What Works For You

- Keep it SIMPLE and ACHIEVABLE.
- Stay FOCUSED on your customer.
- Be AUTHENTIC.
- MEASURE results.

### **ITINERARY**

- Who You Are (Branding)
- What You Say
  - Your Audience
  - Content Strategy
- How You Say It
  - Overview and Websites
  - Social
  - Advertising
- Where you're headed
  - Creating your marketing plan
  - Getting it done

# WHO YOU ARE: AKA BRANDING

## WHO AM I?

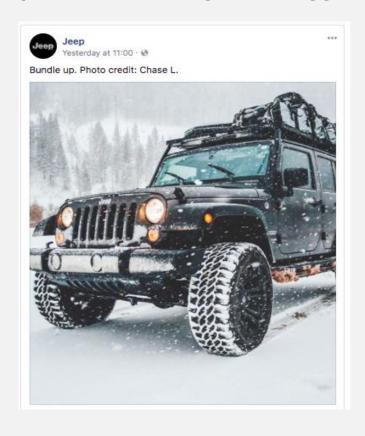


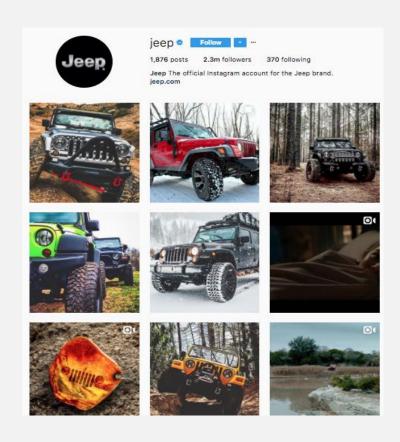
# WHO ARE MY COMPETITORS?



## @Jeep Sources user images, action-focused, barely any text

Key words: energetic, rugged





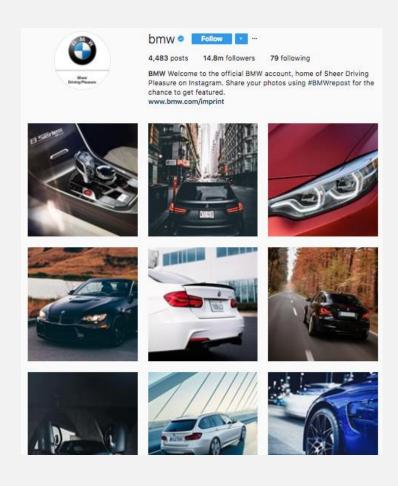
### @BMW

Combines full car photos with detail shots, FB posts state car model and a feature/benefit

Key words: slightly boastful/exclusive, also slightly

adventurous



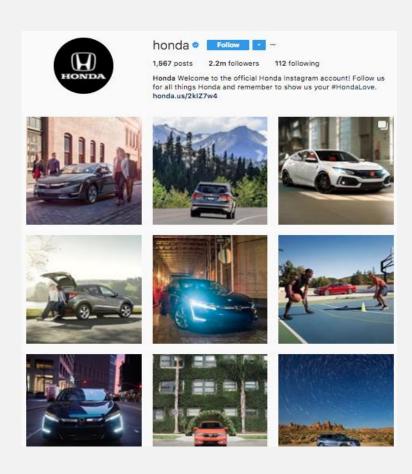


### @Honda

Lighting featured prominently in images, less curated - offers a wider mix of content from awards to videos featuring people, highlighted product features, etc.

Key words: optimism, value

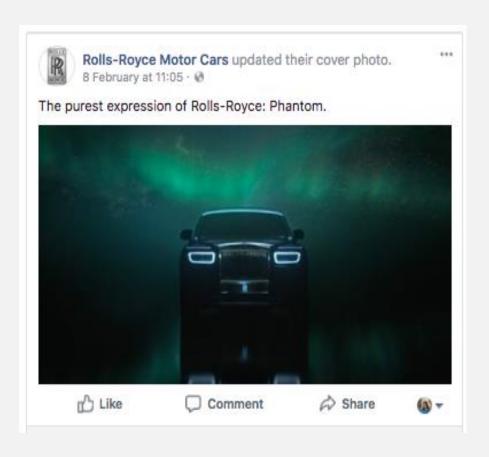


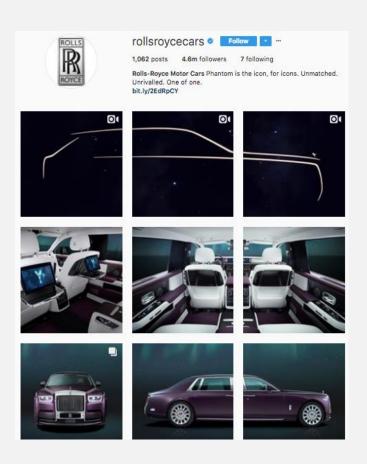


# @Rollsroycecars on Instagram and @rollsroycemotorcars on Facebook

Highly curated

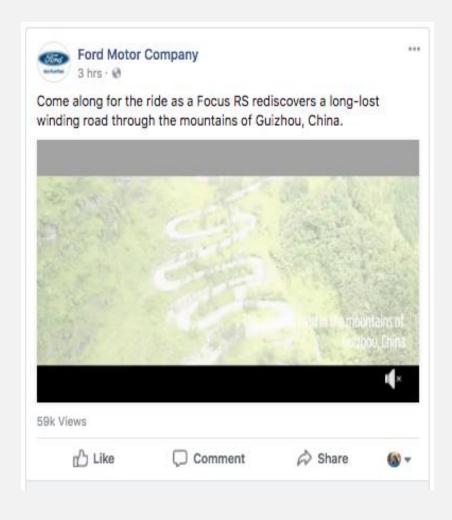
Key words: mysterious, magical

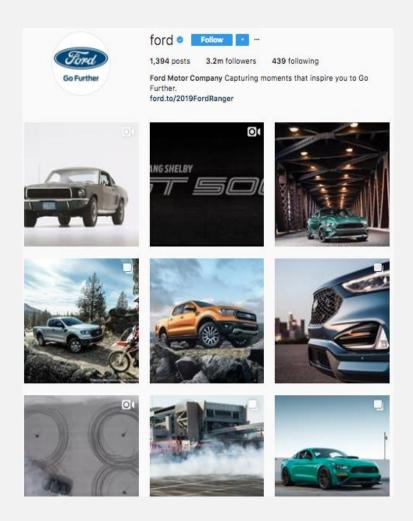




### @Ford

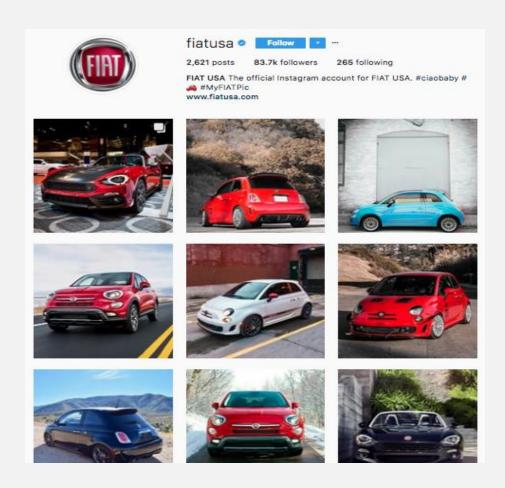
# Key words: Inspirational, journey/travel, use lots of video on Facebook, deliver on their "Go Further" promise





## @FiatUSA

Key words: Youthful, silly, emojis, few words.





## **Social Media Partner Toolkit**

#### Reminders

- · Feature www.nursingishere.com as much as possible.
- Use the official "Nursing is Here" logo and SVHEC-AHEC logo
- · Use the #nursingishere tagline

#### Use language and imagery that is:

- Authentic
- Empowering
- Celebratory

### Facebook

1. "I am proud of the excellent care that I provide to my patients. Nursing gives me the opportunity to be my best every day."



Are you looking for a flexible yet challenging career? Nursing Is Here!



- Nursing is Here. Take the next step. www.nursingishere.com
- 4. "The door that nobody else will go in at, seems always to swing open widely for me."
  Clara Barton
  The nursing door is open for you!





# WHAT IS YOUR BRAND?



## YOUR AUDIENCE

### Who is your customer?

- Name:
- Age:
- Occupation:
- Home address:
- What do they do in their free time?
- What is their favorite ice cream flavor?
- How have they been impacted by COVID-19?
  - Personally?
  - Professionally?
- What do they need?
- How can I help them?



# WHO IS YOUR CUSTOMER?



# WHAT YOU SAY: AKA CONTENT MARKETING

## CONTENT MARKETING

Content marketing is a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent **content** to attract and retain a clearly-defined audience — and, ultimately, to drive profitable customer action.

### **CONTENT MARKETING**

"Don't sell anything – just be useful!"



# CONTENT MARKETING BASICS IT'S ABOUT:

- Adding value
- Community
- Relevance
- Brand and ideas vs. products
- People and stories
- Telling who you are in a way that connects to what your audience cares about



### **CONTENT MARKETING...**

## WHAT SOCIAL MEDIA PRIORITIZES

- Commenting
- 2. Sharing
- 3. Reacting

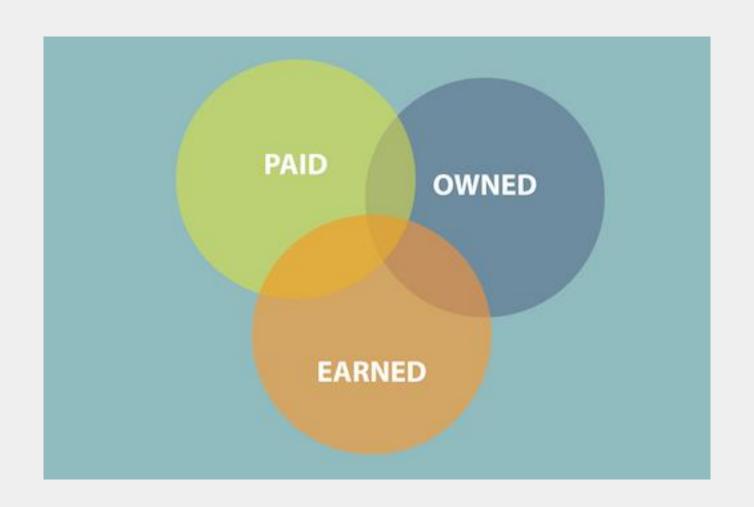
# THEREFORE OUR CONTENT SHOULD...

- Connect like-minded people
- 2. Activate likeminded people through Facebook groups
- 3. Create meaningful interactions

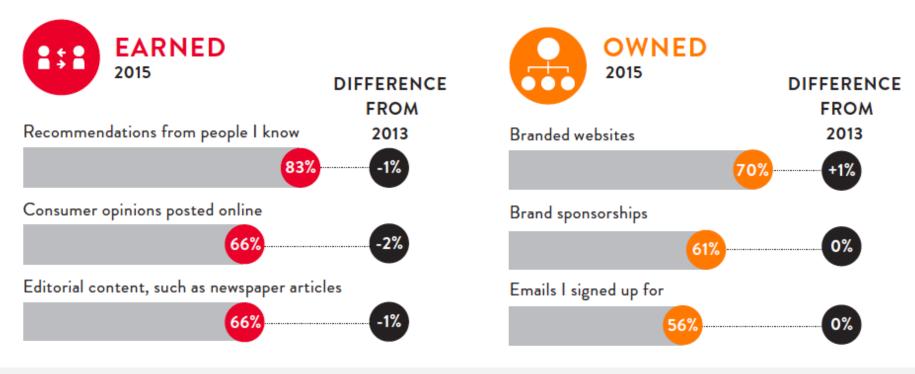
# WHAT'S YOUR CONTENT STRATEGY?



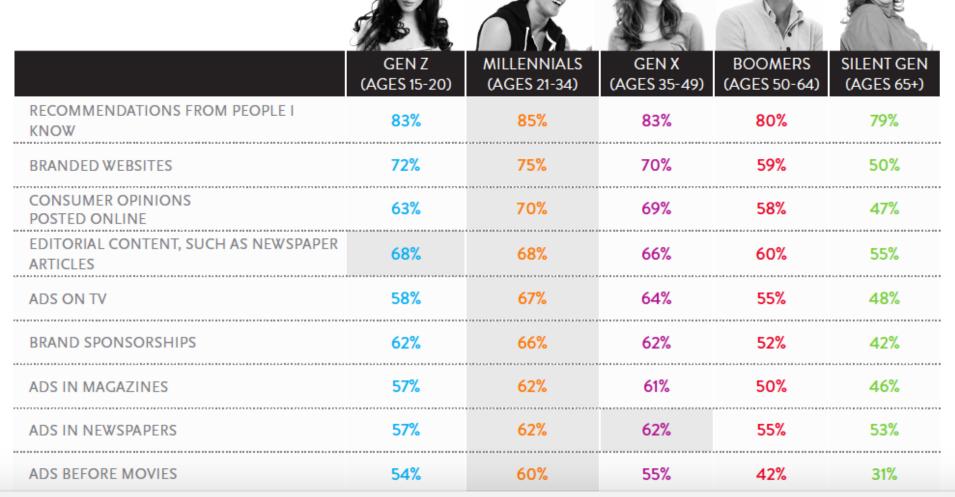
## HOW YOU SAY IT: AKA CHANNELS



### PERCENT OF GLOBAL RESPONDENTS WHO COMPLETELY OR SOMEWHAT TRUST ADVERTISING FORMAT



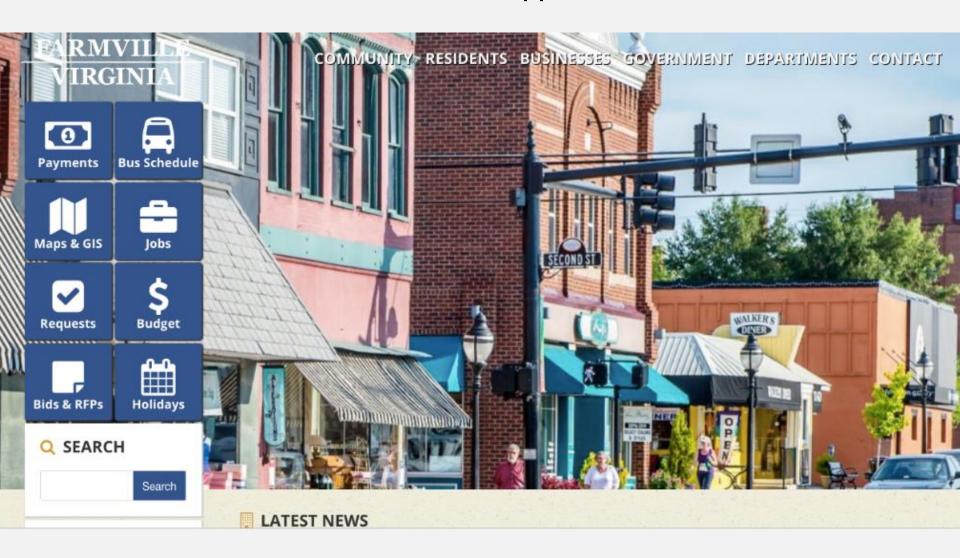
Nielsen Global Trust in Advertising Report, 2015



Nielsen Global Trust in Advertising Report, 2015

**OWNED: WEBSITE** 

### Aesthetic Appeal



### User Friendliness

### Farmville Presbyterian Church

Home About Us News and Events Ministries Sermons Mission Contact Us



Join us on Sunday! Weekly worship at 11 AM

Learn More

We want to invite you to come any day, but especially on Sundays at 11 a.m., to experience the warmth of greeting, and more. This is a group of people who take seriously - and joyfully - Jesus' call to "love one another, as I have loved you." (John 13:34)

But we also seek to be a 'missional' church, a church which does not keep the good news of Jesus Christ solely within our walls. We are taking Christ's love with us wherever we go, and are seeking to discover ways that God is on the move in Farmville, in Virginia, in the world. We want to travel on that way, and we invite you to join with us.

### **Upcoming Events**

Tue, November 13, 8:00 AM – 9:00 AM

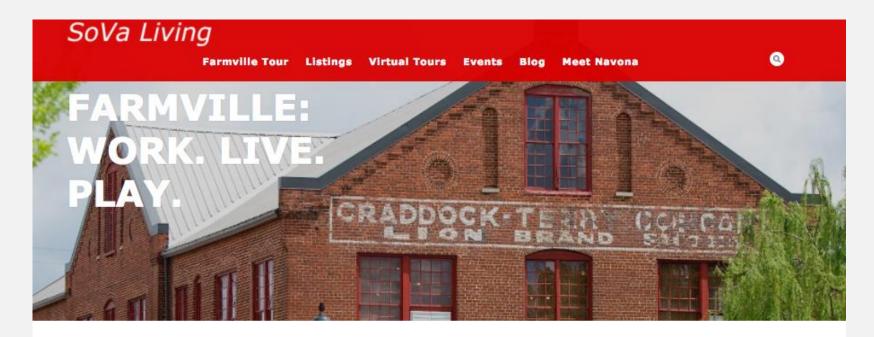
Adult Choir Practice Wed, November 14, 8:00 PM – 9:00 PM

#### In The News

Jun 6, 2013 Habitat Presents First-Ever Golden Hammer Awards

The Farmville Presbyterian Church and four members were recognized at The Farmville A/ea Habitat for Humanity's first-ever Golden Hammer Awards

### Content



### TOUR FARMVILLE



### CLEAR COMMUNICATION





### **Open Positions**

Famville, VA - Full Time

Charge Nurse LPN

Registered Nurse (RN)

Certified Nurse Assistant (CNA)

Certified Medication Aide

PRN Charge Nurse

**Apply Now** 

Welcome to nursing at The Woodland where we believe your job is a way of life. At our beautiful facility in the heart of Farmville, Virginia, you will be surrounded by other dedicated, caring nurses and staff who are committed to helping you succeed. The Woodland offers great benefits, competitive pay and a fulfilling career providing excellent care to our residents. We invite you to join our team and find out what The Woodland Way of living is all about.

All of our nursing staff enjoy access to:

- · Competitive pay, benefits, 401K and more
- State-of-the-art facilities, including pools and a gym, as well as an on-site coffee shop and 1950s-style diner

## Transaction Capabilities



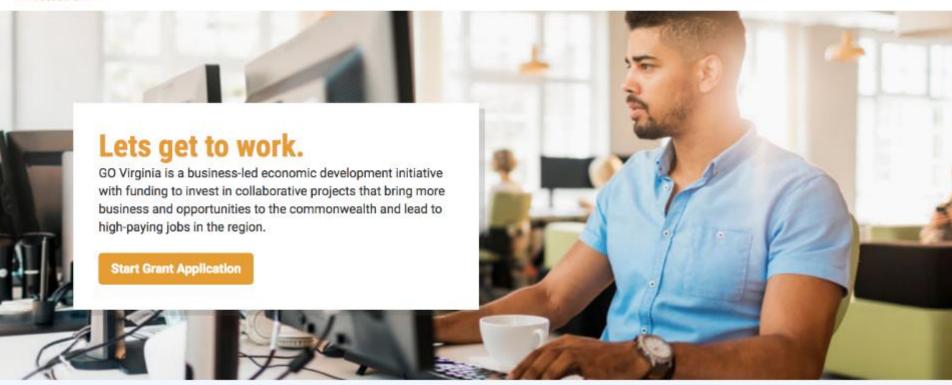
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RESOURCES

WS

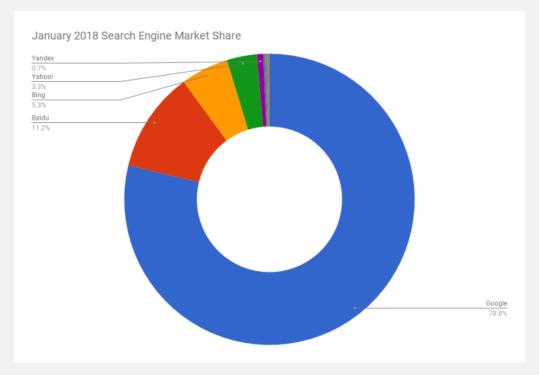
ENDAR

CONTACT APPLY NO



### Search Engine Optimization





## DEEP DIVE WEBSITE



# OWNED: EMAIL AND NEWSLETTER

#### WHY EMAIL MARKETING ISN'T DEAD:

- It drives conversions. In 2017 email marketing recorded a 73% conversion rate.
- It's a permission-based channel: an invitation directly into your customer's home.
- If nurtured correctly, it can have amazing results and build brand loyalty.
- Email marketing was cited as the most effective digital marketing channel for customer retention in the United States. (eMarketer)
- The rate at which e-mails prompt purchases is not only estimated to be at least three times that of social media, but the average order value is also 17 percent higher. (ExactTarget)



#### Last Minute Turkey Tips

Ready to get that turkey in the oven tomorrow? We want to make sure you're wellequipped with everything you need to know to get your turkey from the fridge to the table with picture-perfect presentation. Check out our tips below for how to truss, cook, and carve a turkey with ease.

Happy Thanksgiving from our family to yours, ~ The NoshOn.It Team



#### How to Easily Truss a Turkey

Trussing helps cook a turkey evenly and makes the final presentation pictureperfect. Here's the easy way to do it.

Tie it up >



#### **Turkey Times & Temps**

Everything you need to know about roasting a turkey including a cooking time calculator, temperature guide, and more.

Roast away >>



How to Carve a Turkey

Learn the right way to carve and present a turkey with step-by-step instructions. Plus, learn our trick for keeping the skin crispy even after resting.

Hand me a knife >>

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## PRO TIP: THE RULES OF GOOD EMAIL MARKETING

- I. Start collecting emails now!
- 2. Don't bombard their inbox. Once or twice a month is plenty.
- 3. Use lots of images and keep text brief. But, don't use just one big image.
- 4. Only 30% of your email's content should be "sales".
- 5. Your emails are optimized for mobile.
- Find out the best time for your audience!



## NOW DO IT: NEWSLETTER

How could you start growing your email list right now?

Website?

Store Counter?

Facebook Page?

### EMAIL SIGN UP COUPON

# Offer an incentive to sign up for your email newsletter!

Sign up and be entered to win...

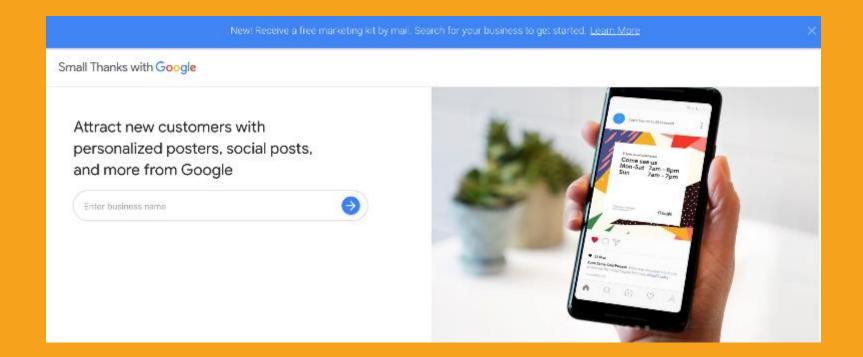
Show confirmation email and receive...

## MINI CHANNEL: GOOGLE MY BUSINESS SET UP

- I. Claim Your **Business**.
- 2. Verify Your Business.



## SMALL THANKS WITH GOOGLE



# OWNED: BROCHURES AND FLYERS

## Letterpress

#### Looking for marketing that is tocused, flerce, distinct?

We are sleeped in the power of callaboration. wropped in the fabric of community and driven to deliver beyond your expectations.

We are Letterpress Communications. Our aglie team of creative professionals brings your message to life, while our marketing strategies will plinpoint your ideal audience and command their attention.

#### YOUR STORY + OUR EXPERTISE WHAT WE DO

Your story is a powerful thing. Use it to proped your forevent byworth. AND COLUMNOM ACTUACHO

CONTENT MARKETING heart they that coucle be a whip in on horedardy current moketry spoort Our team of writing specialist excess outing trough the scient

#### INTEGRATED MARKETING

Not envery plotterm a for every incord. STRATEGIES Our expens cornuit with your techn to find the perfect comprision of digital and park maketing efforts to tell your store in a computing way.

#### PUBLIC BELATIONS

Was a direct Acts to the constant di your story and clott a protection pion to share it with the worst through word of mouth. repulsives and orginal pictionis.

### SOCIAL MEDIA SIRATEGIES

We stay on the Gutterg edge of of the current socies media hands so your rice; shares.

#### WEBSITE DEVELOPMENT The models of your business.

as approximate on unique sind your wester should be too. We'll with you'll straigh poorly desired the property

## LETTERPRESSCOMMUNICATIONS, COM

## Letterpress



As a boulique maketing firm, Letterpress is able to provide a customized level of service at a fair market rate. Our team offers you skilled professionals in various marketing and communications specialties including witters, website designers and developers, social media managers. photographers, videographers, and public relations specialists allowing us to take on clients and projects both large and small

#### CONTACT US

### Ilsa Loeser, Principal

ha@letterpresscommunications.com 434.414.5205

#### Office Location;

103 North Main Sheet, Suite 2024. Farmylle, VA 23901

### Mailing Address:

P.O. Box 693, Farmylle, VA 23901

## **OWNED: TEXT MARKETING**



 Dunkin launched a text message promo and saw an increase in in-store traffic to the Boston locations by 21%

## MOBILE MARKETING DEETS

- 97% of mobile subscribers read a text within 15 minutes of receiving it
- Use opt in= highly targeted audience
- Be careful with frequency of texts. Don't spam.
- Cost \$.01-.05 a message
- With software you can:
  - Schedule
  - Auto reply
  - Create subgroups

## **TEXT IDEAS**

- Consider using texting for
  - Event Promotion
  - Physical Location
- Make your message valuable. Offer exclusive coupons/deals.
- Be careful with frequency of texts. Don't spam.

## **OWNED: REWARD PROGRAMS**

Sign up for Stride Rite Rewards and get discounts today.





you've earned points, sign up now.

FREE SHIPPING ON ORDERS OVER \$30 & FREE RETURNS.



You've got 60 points waiting for you!

And when you sign up for Stride Rite

Rewards you'll get an additional 50 points

(that's \$5 off your order, today!) Sign up is quick and easy.

SIGN UP NOW

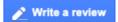
more ways to earn points.

# WHAT ARE YOUR OWNED CHANNELS?



## **EARNED: REVIEWS**

#### Green Front Furniture



316 N Main St, Farmville, VA

4.6 ★★★★★ 242 reviews ②

Sort by: Most relevant ▼



rugs 25

buildings 21

warehouses 16

delivery 11

+6



#### Steven Watson

Local Guide · 19 reviews · 5 photos

★★★★ 3 months ago

This place is great. I own a furniture store and I recommend this one over any and all! We stumbled on this a year ago. My wife and I returned when we moved into our new home to buy a 10' dining table!! We drove down without the kids this ... More



#### Response from the owner 3 months ago

Thanks for the awesome review, Steven! I'm glad you enjoyed your experience, I hope you can shop with us again.



#### Lynne Lynne

Local Guide · 76 reviews · 71 photos

★★★★ 9 months ago

## **EARNED: REVIEW WEBSITES**

### Why?

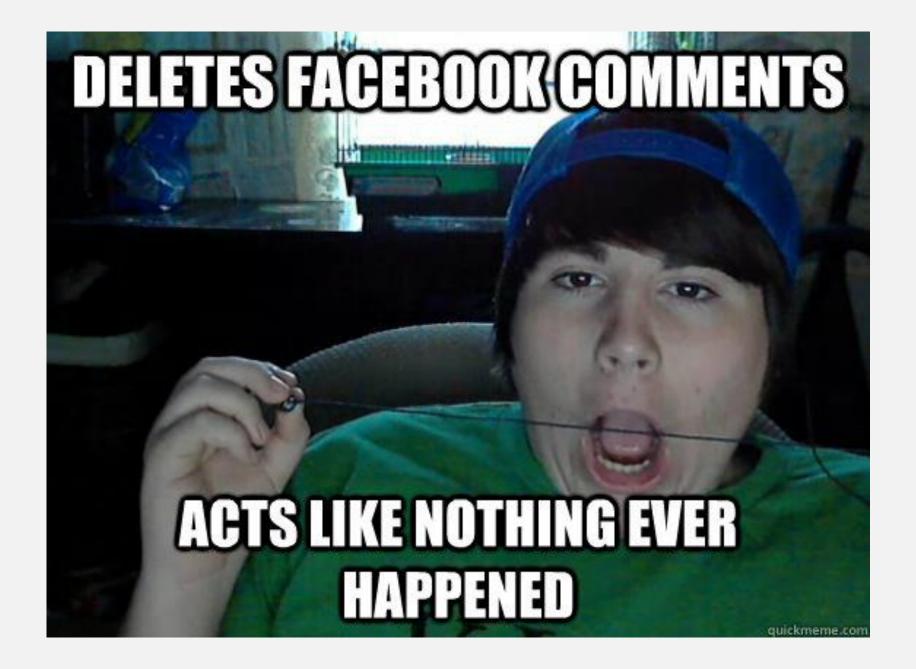
- Consumers trust online reviews.
- Folks are already talking about you there. You might as well know what they are saying.
- Control your image as much as possible.











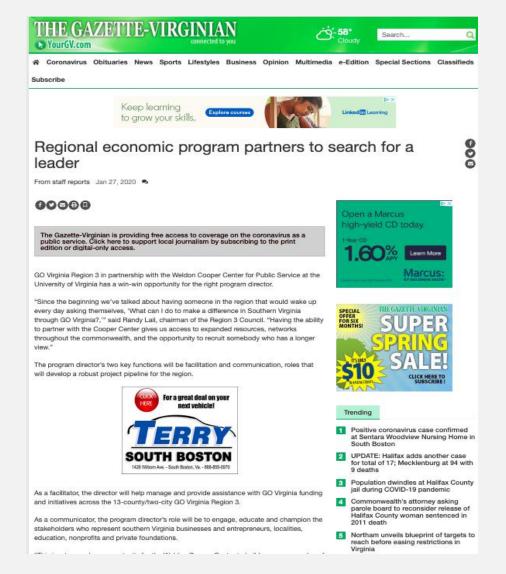
### PRO TIP: RESPONDING TO COMPLAINTS

- Keep it SIMPLE.
- Be AUTHENTIC.
- APOLOGIZE.
- FOCUS on that customer and future customers.
- DON'T delete comments. Use "hide" feature if you must.



## **EARNED: PR**

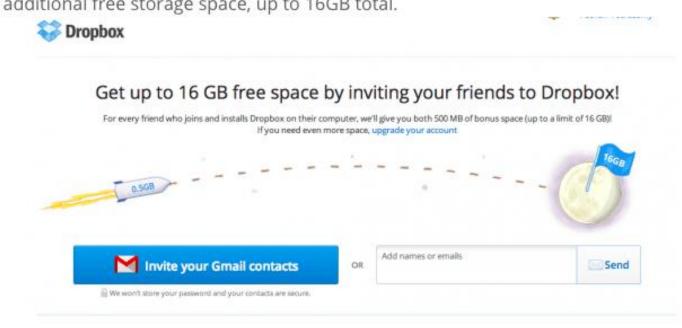
#### PRESS RELEASES AND AWARDS



# EARNED: WORD OF MOUTH/REFERRAL PROGRAM

### 1. Dropbox

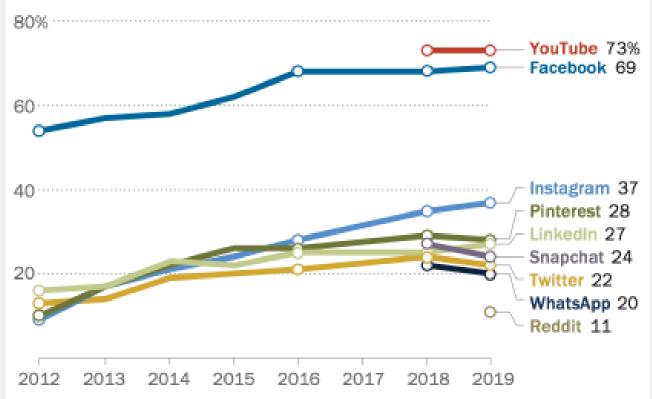
Dropbox's famous referral program gives you and your friends 500MB of additional free storage space, up to 16GB total.



# EARNED: SOCIAL MEDIA CHANNELS

## Facebook, YouTube continue to be the most widely used online platforms among U.S. adults

% of U.S. adults who say they ever use the following online platforms or messaging apps online or on their cellphone



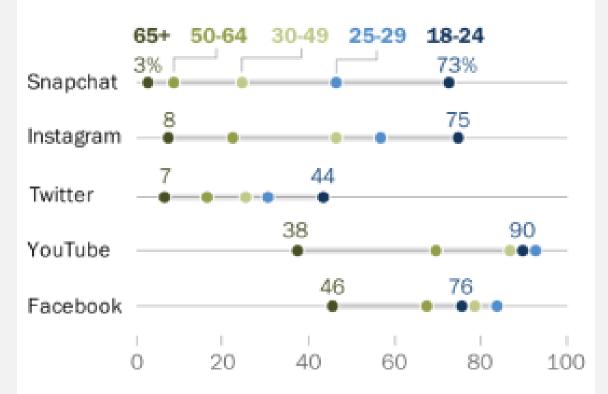
Note: Pre-2018 telephone poll data is not available for YouTube, Snapchat and WhatsApp. Comparable trend data is not available for Reddit.

Source: Survey conducted Jan. 8-Feb. 7, 2019.

#### PEW RESEARCH CENTER

## Snapchat and Instagram are especially popular among 18- to 24-year-olds

% of U.S. adults in each age group who say they ever use ...

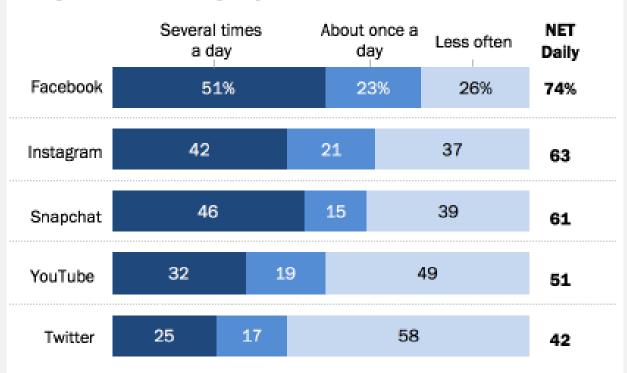


Note: Respondents who did not give an answer are not shown. Source: Survey conducted Jan. 8-Feb. 7, 2019.

#### PEW RESEARCH CENTER

#### Roughly three-quarters of Facebook users visit the site on a daily basis

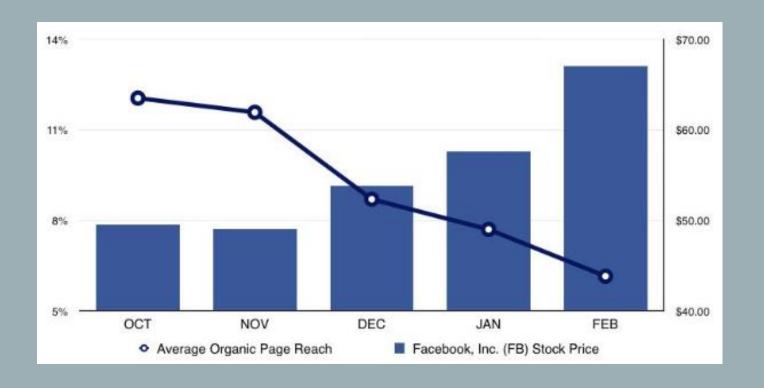
Among U.S. adults who say they use \_\_\_, % who use each site ...



Note: Respondents who did not give an answer are not shown. "Less often" category includes users who visit these sites a few times a week, every few weeks or less often. Source: Survey conducted Jan. 8-Feb. 7, 2019.

#### PEW RESEARCH CENTER

# IF IT SOUNDS TOO GOOD TO BE TRUE....



## FACEBOOK POST FREQUENCY

- It's better to post less frequently with posts that engage, than to post more frequently with posts that fall flat.
- Facebook actually subtracts points on your score for posts that don't engage.
- Having said that, once a day is a good goal.



### **TWITTER**

Interests: up-to-the-second updates on current events, sports, and entertainment

**Users:** eager to share with others

#### **Bare Minimum:**

- Monitor constantly
- Tweet two-three times a day
- Interact and retweet/@reply frequently
- Tweet links, pictures and use hashtags

#### **Great For:**

Thought leaders, authors, politicians, idea/concept brands

### <u>INSTAGRAM</u>

Interests: visual, visual, visual

**Users:** looking for either revealing/inspiring visual content. Ready to respond with their own photos.

#### **Bare Minimum:**

- Post once a week
- Check analytics
- Use @mentions and #hashtags
- Tag locations

#### **Great For:**

Creative types, visually oriented businesses, businesses targeting a younger audience

### **LINKEDIN**

**Interests**: networking, networking

Users: looking to advance their career and connections

#### **Bare Minimum:**

- Active once a week
- Maybe be a LION, but hide very personal information
  - There are risks
- Find your people: join groups
- If publishing, publish a few times a month

#### **Great For:**

Professional services, B2B, to reach c-level clients

### **PINTEREST**

Interests: DIY, beauty, design, moms

#### **Bare Minimum:**

- Algorithm changing, be prepared
- Pin three or four times a week instead of one big effort
- Cross promote with your other social channels
- Tag locations

#### **Great For:**

Those selling visually interesting product online, trying to reach middle-class moms

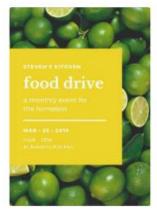
### **TOOLS**

- Schedule Posts
- Draft Posts
- Ads Manager
- Other:
  - Canva
  - Lumen

#### Canva

#### **Popular templates**

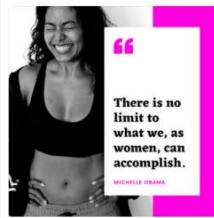








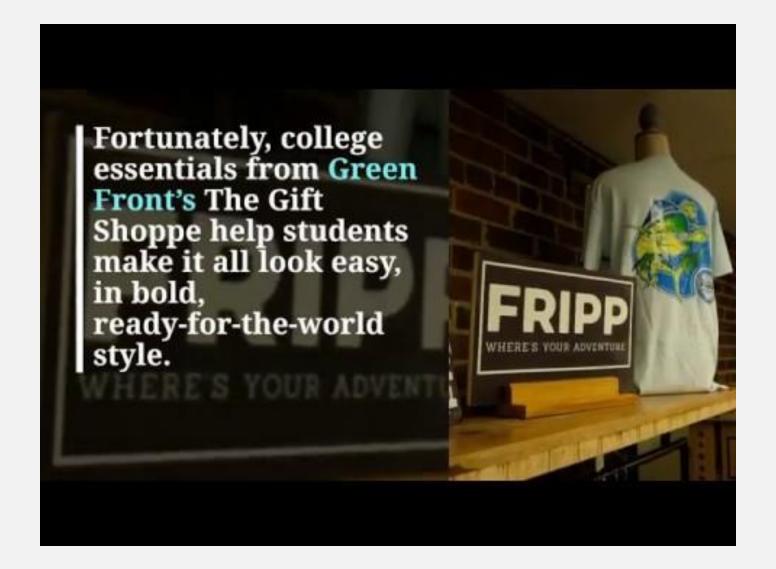








#### Lumen 5



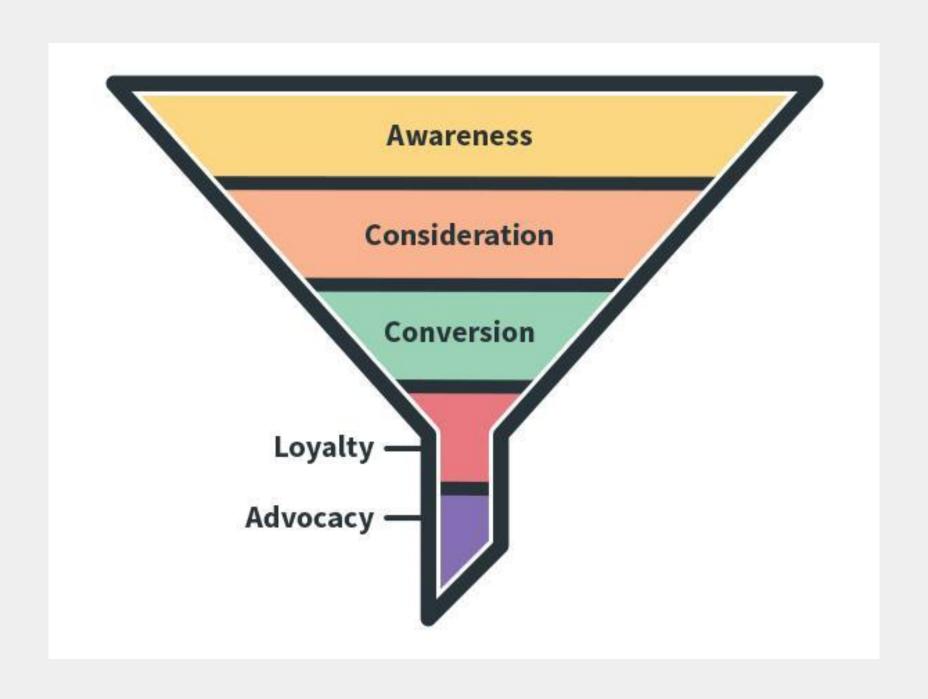
# DEEP DIVE SOCIAL MEDIA



# WHAT ARE YOUR EARNED CHANNELS?



# PAID: TRADITIONAL ADVERTISING



## PRO TIP: WHERE TO SPEND YOUR ADVERTISING DOLLARS FIRST

- Where you are already seeing success. That one social media channel you have chosen as your target would be perfect.
- On online tools and good content first. Canva, WeVideo, MailChimp, or a marketing firm will produce good content that will make your online marketing tasks more effective.

  We have limited success with Hootsuite and Buffer.
- Where you can quickly assess success and pivot if needed. This is like a start up. Begin lean and if you see a lot of success and return on your investment, jump in!

#### Traditioanal Outlets

- Radio
- Print: Newspaper & Magazine
- Broadcast
- Out of Home

#### DIGITAL AD LINGO

- **Impressions**
- Clicks/Click Through Rate

**Budget (per** 

\$5

\$5

\$5

\$5

\$5

day)

Conversion

Goal

Link Clicks

Link Clicks

Link Clicks

**Audience** 

Nova - Engaged

Nova - Wedding Planner

Nova - Newly Engaged (1 Year)

Nova - Newly Engaged (6 months) Link Clicks

Nova - Newly Engaged (3 months) Link Clicks



Reach (per

23000 370-1200

13000 350-1100

6700 230-600

51000 420-1300

130000 430-1400

Potential Reach (Total) day)

The Barn at Timber Creek April 29 at 10:44am · @

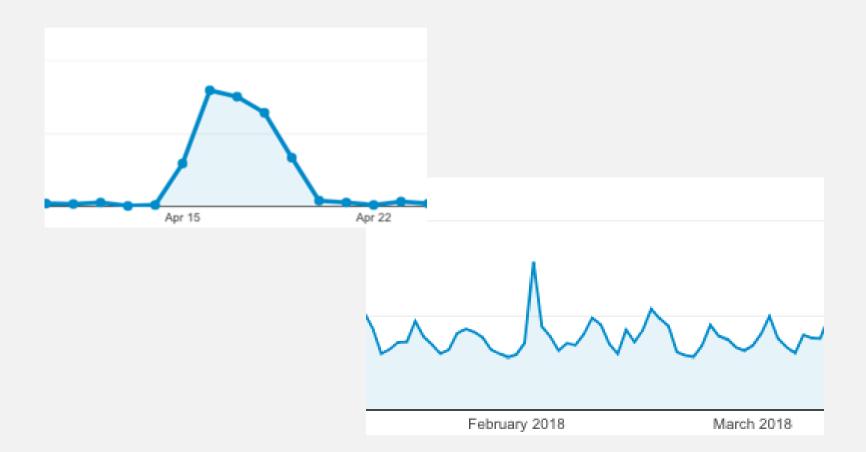
#### PRO TIPS: ADVERTISING

- Hone! Focus your ads where they will most directly hit your target consumer.
- Have clear goals. What do you want?
   Registration to an event? Emails? Purchases?
- Experiment! There are a hundred ways you can explore your market and advertising techniques. Use them!





#### **REVIEW THE RESULTS & LEARN!**



### Do What Works For You

- Keep it SIMPLE and ACHIEVABLE.
- Stay FOCUSED on your customer.
- Be AUTHENTIC.
- MEASURE results.

# WHAT ARE YOUR PAID CHANNELS?



# WHERE YOU'RE HEADED: AKA MARKETING PLAN

### Don't Forget Content Marketing!

"Don't sell anything – just be useful."



#### WHAT ARE YOUR GOALS?



#### WHAT ARE YOUR OPPORTUNITIES?



#### WHAT'S YOUR BUDGET?



#### HOW MUCH TIME DO YOU HAVE?



# WHAT'S YOUR MARKETING PLAN?



## Developing a Campaign

- Opportunity
- Channel
- Content Type
- Content Frequency
- Call to Action
- Budget
- Who Does It?

## Choosing a Campaign

- Branding
- Community
- Sales

## **Timing**

- Daily
- Weekly
- Monthly
- Quarterly

# THERE ARE NO EGG-SPERTS... ONLY STUDENTS



Do what works for you!

### Do What Works For You

- Keep it SIMPLE and ACHIEVABLE.
- Stay FOCUSED on your customer.
- Be AUTHENTIC.
- MEASURE results.

# Questions?





Ilsa Loeser
Letterpress Communications
www.Letterpresscommunications.com
ilsa@letterpresscommunications.com
434-414-5206

