# Local + Social The Future of Promotion

### Benu Aggarwal

benu@milestoneinternet.com www.milestoneinternet.com http://blog.milestoneinternet.com http://twitter.com/milestonemktg http://www.facebook.com/milestoneinc



http://bit.ly/nZDp7M

# Agenda

- 1. Your ultimate goal
- 2. NAP optimization and search funnel how social and local tie together?
- 3. Social & local Interaction potential why, how and who?
- 4. Integrating local and mobile connect with local offline customers
- 5. Which channels and how? step by step social local marketing plan
- 6. Leveraging hyperlocal channels to target ultralocal customers
- 7. Cross channel optimization and integration
- 8. Social media analytics tracking returns across all channels
- 9. Appendix Local Search

## **Milestone at a Glance**

Driving Reservations for the Lodging Industry on the Internet
1998
HQ - Santa Clara, CA (Silicon Valley) Sales Offices – US, Mexico, India
100 Employees
Website Design, SEO, PPC, Social Media Optimization, Social Media Monitoring Tools
1000+ Customers

## **Lodging Industry Educator**

### Hospitality Industry Internet Marketing Educator

- AHLA Pushing Your Profits Series, CLIA, AAHOA, Best Western, Wyndham, Eye for Travel, HFTP, HITEC, HSMAI, PhocusWright, State Associations, Brand Coops, Regional Meeting, Cornell University, SJSU
- Over 100 Educational Sessions Conducted in 2009 for brands, Management Companies, State Associations, College Universities

### "From Hotels to HTMLs"

- Hotel Internet Marketing Handbook for GMs and Managers
- Best Western International, Wyndham (Wingate Inn) franchisees. Used as a text book in San Francisco State University
- 3<sup>rd</sup> Edition Launched in Mar 2010 jointly with AHLA Education Institute







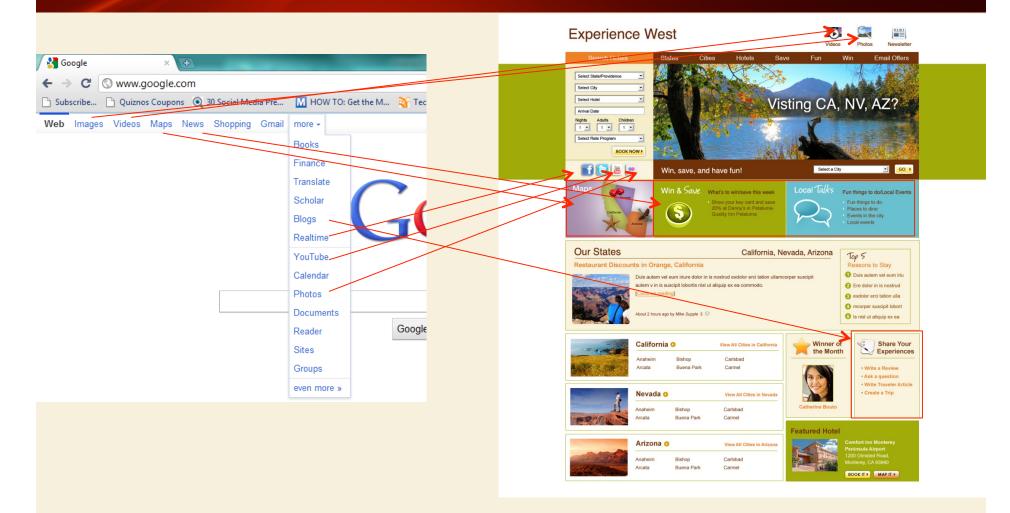




# **Your Ultimate Goal**

1

# Saturating all search engine buckets ideal scenario for any platform



# NAP Optimization and Search Funnel – How Social and Local Tie Together?

2

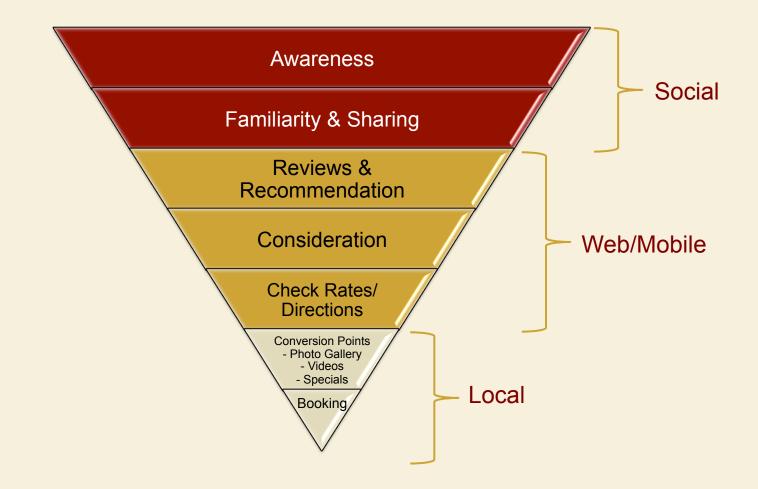
# Consistent NAP and Message Across All Channels



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2.1

### **Milestone Marketing Funnel**



2.2

### **Social Interactions – Why it might not work?**

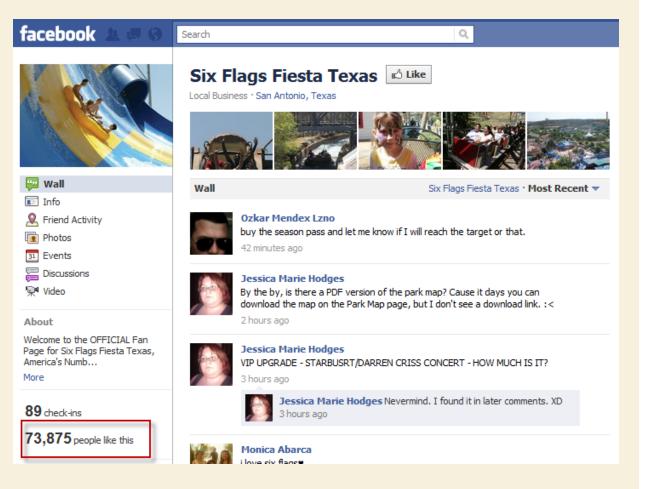


# Social & Local Interaction Potential – Why, How, and Who?

3

# **Social & Local Interaction Potential** – Why, Who and How

- 1. Why Connect?
- 2. Who to Connect With?
- 3. How to Connect?
- 4. Find out what are your target audience taking about, which channels they are socializing on.
- 5. Create well define plan



3.1

# Why Connect?

 Search queries for events/attractions are much higher than for your business (hotel)

3.2

 Talking about these events/attractions connects you with users searching for them

Keyword	Global Monthly Searches
san antonio river walk	201,000
san antonio hotels river walk	49,500
henry b gonzalez convention center	3,600
gonzalez convention center	4,400
henry b gonzalez convention center hotels	320
six flags tx	165,000
six flags fiesta	40,500
six flags fiesta texas hotels	390
sea world san antonio	165,000
sea world san antonio hotels	9,900
alamodome	22,200
alamodome hotels	880

## Who to Connect With?

 Major attractions are active in social channels. These attractions/ businesses are driving 80% of the traffic in the area.

Attraction	Facebook	Twitter	YouTube
San Antonio CVB	40 fans	7,531 followers	50 videos, 175k views
Six Flags Fiesta	73k fans	25k followers	74 videos, 600k views
Sea World San Antonio	27k fans	4k followers	127 videos, 1.1M views
San Antonio Medical Center	600 fans	300 followers	
Lackland Air Force Base (AFB)	2500 fans	300 followers	
San Antonio River Walk	1000 fans	450 followers	2 videos, 150 views
San Antonio Airport	900 fans, 34k check-ins	800 followers	
AlamoDome	2000 fans	200 followers	
Schlitterbahn Water Park	10k fans	1700 followers	15 videos, 136k views
Gruene Hall	112k fans	3,600 followers	

3.3

# How – What are people talking on the twitter?

 Connect with San Antonio visitors – turn them into evangelists

3.4

- Respond to direct questions about great places to stay before your competition does
- Connect with organizations that give awards and recognition



TexRiverWalk S.Antonio River Walk Q&A: Cheaper to do Sea World package or hotel & tickets seperatly? http://dlvr.it/SMmpT 20 May



BoydChoir Boyd Choir After a long day of fun at Schlitterbahn we are safely at our hotel in San Antonio. Tomorrow is Sea World!



sanantonioppl sanantonioppl Where is a great place to stay in San Antonio? http://www.sanantonioppl.com/?p=9096 16 hours ago



SAReadersChoice SA Readers' Choice What is the best hotel restaurant in San Antonio? Retweet and tell us! Citrus at Hotel Valencia won the gold in 2010! 19 May

### **How - Facebook Networking**

### Put your messages on other Facebook pages to increase your reach



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3.5

## **How - Twitter Networking**

Connect with other users via @mentions and keyword targeting.



3.6

San Francisco's Green Festival will feature 300 green businesses, hands-on workshops, and children activities. http://bit.ly/bnsNnK









@HOTEL1000 HOTEL 1000

Celebrate cultural diversity at the Asian-Pacific Islander Celebration at the @SeattleCenter 5/1. http://bit.ly/hyYapm

```
29 Apr via HootSuite 🏠 Favorite 👆 Reply 🛱 Delete
Retweeted by seattlecenter
```



## **3.7 How - Hyperlocal Targeting on Facebook**

- Avoid overloading your fans' newsfeeds by only sending them targeted relevant information.
- Segment your posts by:
  - Country
  - State
  - City
  - Language

Wall		Mileston	e Internet	Marketing · Most R	ecent 🔻
Share: 📄 Status 🕻	重 Photo  🛉 Link	video	📑 Que	estion	
What's on your min	d?		_		
				🔒 Everyone 🔻	Share
				✓ Everyone Customize	
	Internet Marketin pany Party: August 5		w photos	Customize	а

Choose your	audience	<b>a</b>
Make this vi	isible to fans with	
Locati	United States ×	
3 0	<ul> <li>Everywhere</li> <li>By State/Province</li> </ul>	
	By City     San Francisco, CA ×	
Langu	ages English (All) × Spanish (All) ×	
	Okay C	ancel

### **How - Explore Local Trends on Twitter**

• Search.twitter.com is an extremely useful tool

3.8

- Don't wait for users to come to you
- Explore discussions that are happening in your target markets
- Insert yourself into those existing conversations in a productive manner – add to the discussion, don't just sell
- Raise awareness of your brand in regions that are difficult to reach with other forms of marketing
- Create content (blog posts) around trending topics and relate them to your business

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	Advanced Search
Words	
All of these words	
Places	
Near this place	<u>san francisco</u> , ca
Within this distance	15 💌 🖲 miles 🔘 kilometers

#### Magical Marketing Spells from Harry Potter



As fans of all ages say goodbye to Harry Potter in the last film, and the movie franchise calls it a wrap, fans are eager to have a little more fun from their much beloved book series. In that lies an opportunity for creative hoteliers and marketing professionals to reach out to the fans of Harry Potter. more...

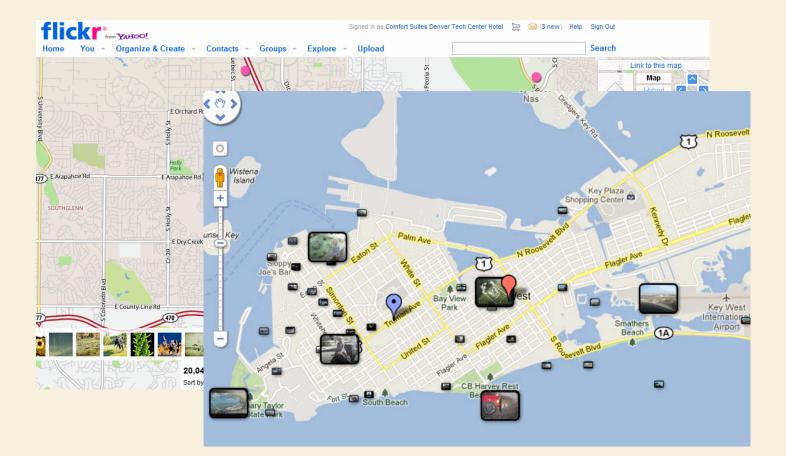
About 3 hours ago by Katie Flanagan No Comments 💭

+1 2 ELike 1 STweet 5

Article picked up by Hospitality Net

## **Geo-tagging Images and Videos**

### Geo-tagging images and Video helps in connecting with local customers.



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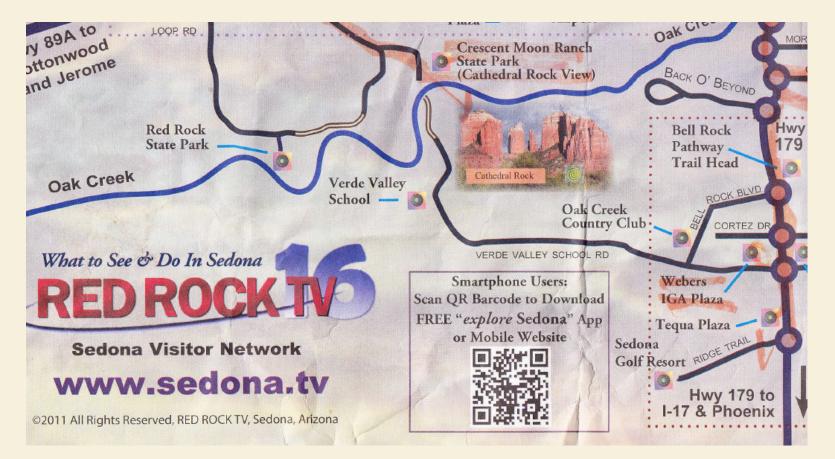
3.9

# Integrating Local and Mobile – Connect with Local Offline Customers

4

### **Integration of Local & Mobile**

### Using QR codes to convert local users to mobile users



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4.1

### Reviews

# Encourage users to write reviews about the property.

- Google improves search results by collecting user reviews about the listing which are available on the web.
- Encourage users to write reviews or blog about the business. Connect all the reviews sites, Hotpot site from your site.
- Leverage your site, Google Hotpot and reviews site specific to your vertical and gather reviews from users.



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4.2

# Which Channels and How? Step-by-step Social Local Marketing Plan

5

### **Promotion Overview**

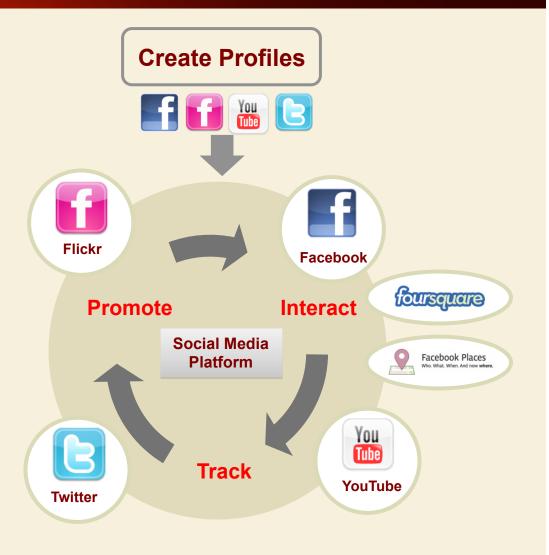
#### **Overall Strategy**

5.1

- 1. Improve SERP domination
- 2. Create brand awareness
- 3. Provide direct interaction opportunities
- 4. Drive traffic and bookings

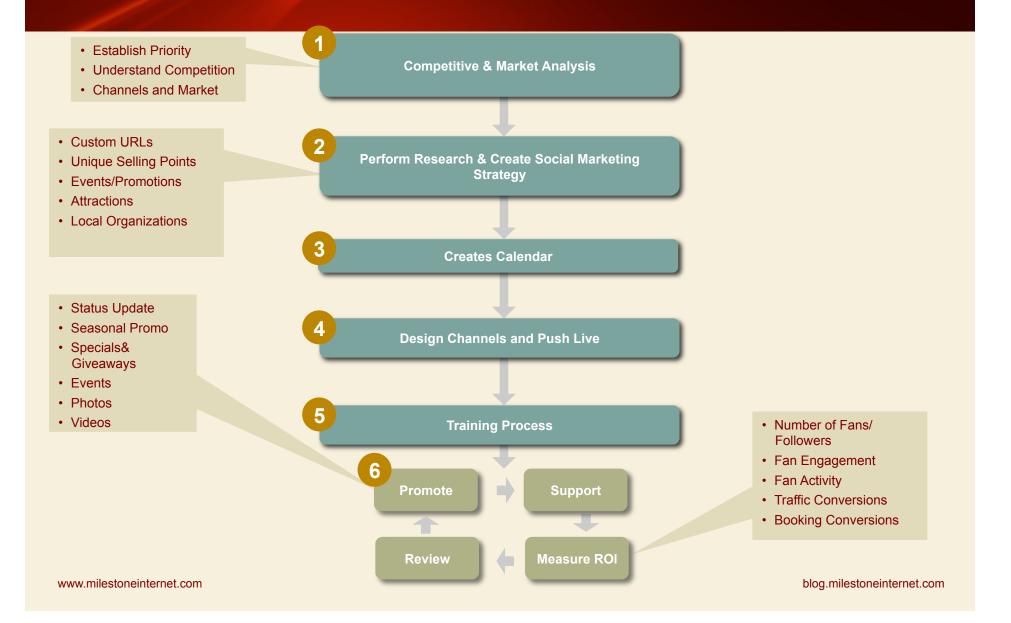
#### **Specific Actions**

- 1. Create calendar to socialize
- 2. Stay engaged and active
- 3. Network with influential users to increase reach of client messaging



### Your Social Media Process – Planned Strategy

5.2



### Content Calendar – Tool help in managing social interaction

- Research the local area and find out hot topics on social media
- Develop Content Calendar around events and things to do in local market
- Goal have handy list of things to socialize about and social profiles remain active

Welcome Whitney Lenon	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Home CHATEAU BOURBON					Setup   Reports   Usage   Logout			
Blu Asting House	Summar	ry Interactions My Calendar	Broadcast	Idea Factory		Trackii	ng	N	ews	
My Action Items	My Caler	ndar 📋 🔳								
Open Items (0)	ADD EVE	NT			Dete	D	20 daus			
Close Items (0)	ADDEVE				Date	Range:	30 days		•	
	Date	Event	Venue	Category	Source	Status	Eve	nts of Inte	erest	
What's New	─ May							eywords	Q	
Coming soon !!!	05/07/2011	an Evening with Picasso Treat yourself to an evening in Picasso's world. Tmore	Los Angeles Theate	Family and Kids	м	-	Page		Next	
		📣 🖂 📲					5/14	BIO International.	. + ×	
	05/07/2011	Los Angeles Comedy Shorts Film Festival The L.A. Comedy Shorts Film Festival, currently th more	Blues Alley	Family and Kids	М	-	5/14	NKOTBSB - 2 Su	2011 + 🗶	
	05/11/2011	4th North American Offshore Wind Development and Financ Infocasts highly acclaimed North American Offshoremore	The Almas Temple C	Conferences	М	-	5/15	TheParkUnpl 	ugged + ×	
	05/14/2011	NKOTBSB - 2011 Summer Tour	Verizon Center, Wa	Hotel Specific	м	_	5/17	The AP Tour Black	+ x	
		NKOTB (New Kids on the Block) and BSB (Backstreetmore					5/19	Charlie Shee Liv	n + ×	
		31st Annual Washington Folk Festival	Glen Echo Park, Gl	Concerts and Music	м	_				

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5.3

# Leveraging Hyperlocal Channels to Target Ultralocal Customers



## Hyperlocal

### What is Geolocal / Hyperlocal Channels?

- Helps in verifying accurate and consistent location information for any business
- Promoting Businesses in their very own local online community

#### Why?

6.1

- Helps build relevance in organic SERP results and local search results
- Captures considerable long-tail local search traffic
- Connects with residents of a particular area with highly targeted and locally relevant content
- Rewards customer loyalty
- Generates new customers
- Engages users in conversations



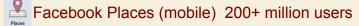
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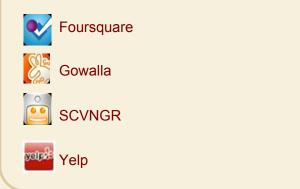
### Hyperlocal

#### Which Channels?

6.2

 Social Media provides an ideal platform to build a Hyperlocal presence and reward users for connecting /engaging with you





4+ million users

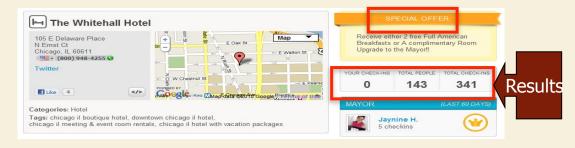
500,000+ users

500,000+ users

50+ millions users

#### How?

- Create account, claim and verify the hotel location
- Set up special deals to encourage user participation
- Enable guests to check-in on site
- Post a check-in message and monitor user analytics



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### **Hyperlocal FlowChart**



6.3

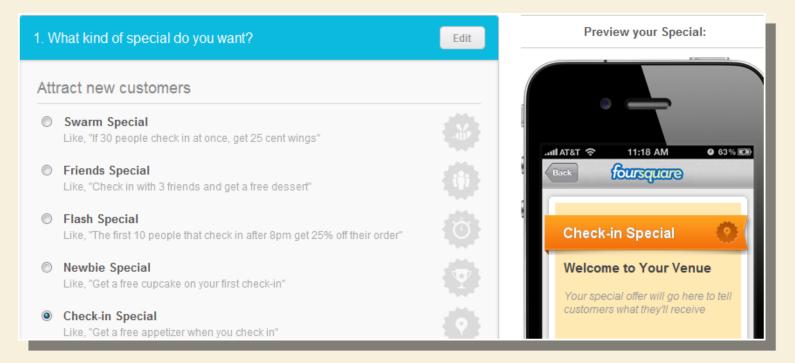
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### Four Square - Listings

### **Create a Special Campaign or Deal:**

- 1. Select the type of special
- 2. Define when the special should unlock
- 3. Select an offer

6.5



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### Four Square - Listings

#### Tailor your campaigns to maximize :

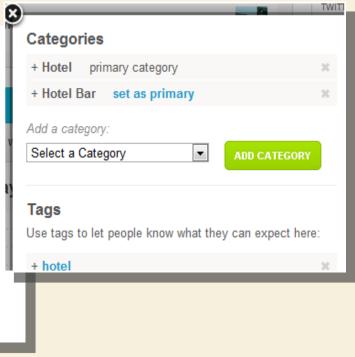
- 1. Add information about the venue
- 2. Add tags

6.6

3. Add categories

#### **Edit Venue!**

Make sure you've read our style guide and house rules before saving your changes. Name: 60 Thompson-A Thompson Hotel Address: Cross Street: btw Broome & Spring 60 Thompson St Not sure? Check Google Maps. Like: "at 5th Ave." or "btwn Essex & Ludlow" City: State: New York NY Postal Code: Country: -United States 10012 Twitter: Phone: @ 60\_Thompson 2124310400 Website: Store id: http://www.thompsonhotels.com/h



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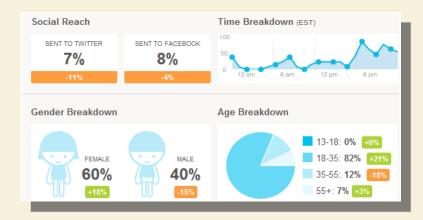
## **Four Square - Listings**

### **Check Venue Stats**

6.7

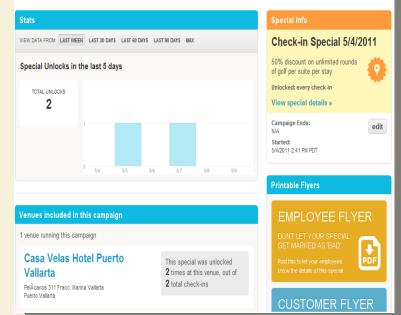


### Reach, Usage Stats



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### Campaign Stats



### Check-in Special 5/4/2011 at 1 venue

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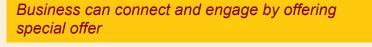
END NOW

### Four Square – Listings & Results

- 6 users check in everyday on an average.
- Missing out on promotion.

6.8

- Run active campaigns, offer specials and deals
- Target these opportunities by offering a special promotion.



Active Campaigns

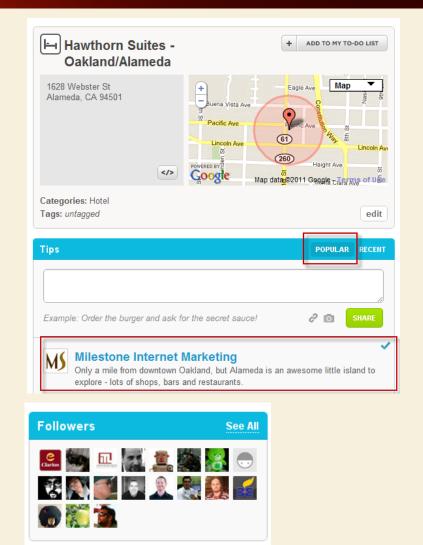
You are not running any campaigns



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# Become a Local Expert on Foursquare Business Pages

- Claim and optimize your listing so people can find your business
- Create a new Foursquare Business
   Page
  - Leave tips about local attractions, hot spots, eateries, etc
  - Show your knowledge of the area and share how you add to that in the tips
  - Be visible when Foursquare users Check-In to places around you
  - Build a list of loyal followers interested in your tips



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6.9

## **Facebook Places – Claimed Listing**





↔ Services More ▼

#### About

Phone : 877-987-8378 Fax : 407-387-3800 Email : wqreservations@remingtonho..

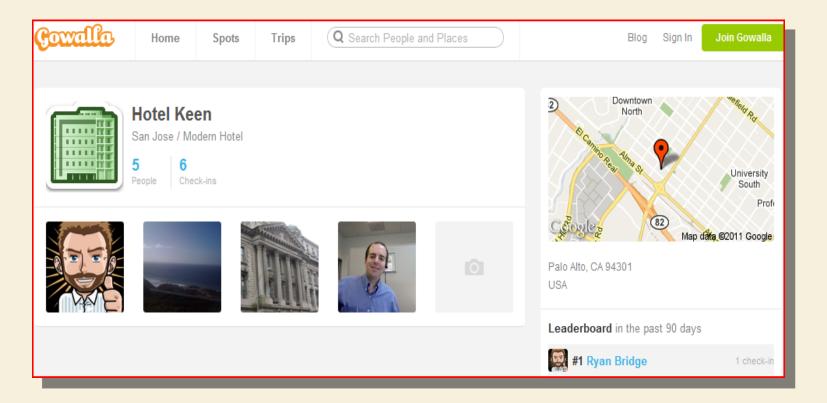
#### More

588 check-ins

Resort - Orlando, Florida	
Address Phone Website	8849 WorldQuest Blvd., Orlando, FL 32821 · Get Directions 877-987-8378 http://www.worldquestorlando.com http://www.twitter.com/WQ_Orlando
	Central Floridas 2010 NaVIEN S 2011 Microsof
Founded	Created to bring happiness and relaxation to families and travelers to Orlando, Florida, WorldQuest Orlando Resort offers a spectacular resort destination with unsurpassed luxury, hospitality and beauty in the Orlando area.
About	Phone : 877-987-8378 Fax : 407-387-3800 Email : wqreservations@remingtonhotels.com http://bit.ly/l34E32
Company Overview	With its stunning Mediterranean style, tropical landscapes, and warm hospitality, WorldQuest Orlando Resort is a spectacular family vacation destination in Orlando, Florida. Located one mile from Disney World Resort, and minutes from SeaWorld Orlando and Universal Orlando Resort, our wonderful family resort features condominium-style suites with full kitchens, a beautiful outdoor swimming pool with a Tiki bar, hot tub, wireless

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## **Gowalla – Claimed Listing**



# Cross Channel Optimization and Integration

7

## **Cross Optimization: Channels and Tools**



# **Cross Optimization of Social & Local**

### **Bing Local**

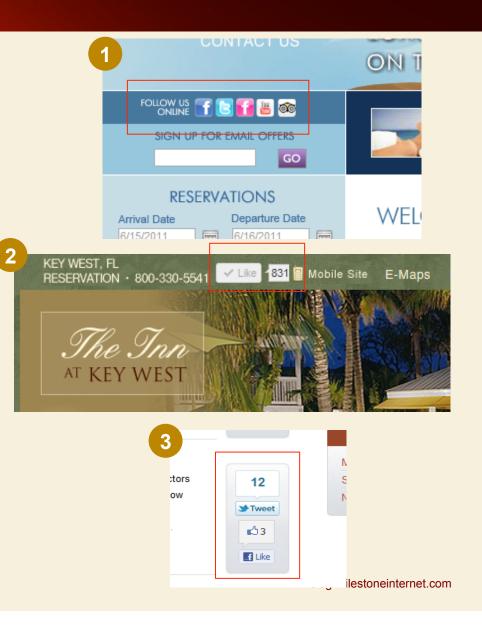
7.2

### **Google Places**

3300 Wilshie Divid, Deveny Tillis, CA 30212	Web Images Videos Maps News Shopping Mail more - Google maps heathman portland
(310) 273-1400 · Website Directions · Send to mobile	Get Directions My Maps Edit this place - 🗸 Owner-verified listing
Find us on 📑 Facebook	The Heathman Hotel 🚖 1001 Southwest Broadway at Salmon, Portland, OR 97205
	Details
Usiness Portal BETA With the second	mmodations       Heathman Restaurant and Bar, Non-Smoking and Smoking Rooms, Fitness Suite, Business Center, Disabled Accessibility         Amenities       L'Occitane French Milled Soaps & Amenities, Bathrobe &
ings     Add     Add 25+     Details     Profile     Mobile     Photos     More Details       9 Condominium Rentals     Image: Condomini Rentals     Image: Condomini	http://www.1849coi       Email info@heathmanhotel.com         http://www.1849coi       Facebook         http://www.1849coi       Facebook         http://www.1849coi       Features         Award Winning Library and Art Gallery, Environmental Design Construction, Tempurpedic, European Pillow Top & European Featherbed
	Flickr Flickr

### **Social Integration**

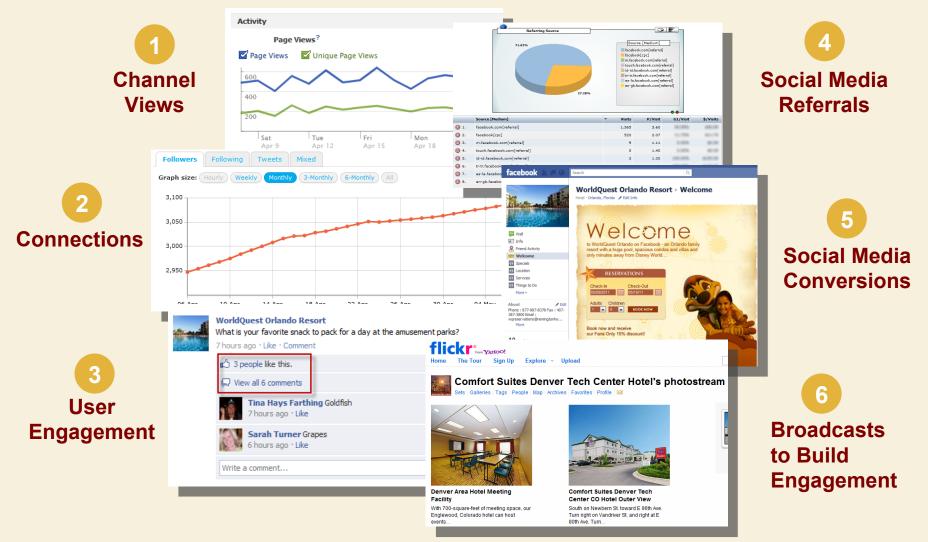
- Why Integrate? Facebook and Twitter effect search rankings on Google and Bing.
  - 1. Linking to all social channels from home page
  - Facebook Like buttons on key pages (home, package, manager's special) to encourage social sharing
  - Integration of SEO relevant social sharing buttons on all blog posts



# Social Media Analytics – Tracking Returns Across All Channels

8

### **Key Performance Indicators for Social Media**



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7.4

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## **Creating Links**

### • Embed URLs in descriptions to drive traffic to hotel website



#### Referring sites sent 1,658 visits via 67 sources

Visits 1,658 % of Site Total: 43.36%	?	Pages/Visit <b>3.20</b> Site Avg: 3.31 (-3.38%)	?	wg. Time on Site ⑦ 00:02:51 iite Avg: 00:02:51 (0.30%)		% New Visits 72.14% Site Avg: 77.38% (-6.78%)		?	Bounce Rate 39.93% Site Avg: 42.00% (-4.93%)		
Source 💝		None 🗧		Visits $\downarrow$	Pa	ages/Visit	Avg. Time on Site		% New Visits	Bounce Ra	
1. 🕑 rivieramaya.grandv	elas.co	m		426		4.35	00:04:08		74.65%	21.60	
2. 🖉 flickr.com				353		1.65	00:00:31		94.62%	66.0	
3. 🕑 facebook.com				236		2.38	00:02:35		53.81%	54.24	
4. 🕑 velasvallarta.com				172		3.76	00:03:18		74.42%	26.7	
5. Photelcasavelas.com	n			127		4.42	00:04:05		74.02%	22.8	

# **Blog – Social Sharing Impact**

 Facebook traffic increased by 13k% over the previous 5 months

8.2.1

- 2. Facebook is now the #1 source of traffic
- 3. Google organic traffic increased 87% over the previous 5 months

Γ	Source/Medium	Visits	$\mathbf{+}$
1.	facebook.com / referral		
	Mar 8, 2011 - Jul 29, 2011	· · · · · · · · · · · · · · · · · · ·	37,146
	Oct 15, 2010 - Mar 7, 2011		266
	% Change	13,8	64.66%
2.	google / organic		
	Mar 8, 2011 - Jul 29, 2011		13,796
	Oct 15, 2010 - Mar 7, 2011		7,384
	% Change		86.84%
	% Change		86.84%

## Key Takeaways

- 1. Define your goals, your target audience, know where are they and how you can connect with them
- 2. Understand social / local search funnel and remember to optimize NAP across all the channels
- 3. Create well define marketing plan. Integrate all the channels
- 4. Engage in conversations and leverage social /hyperlocal channels to target ultra local customers
- 5. Cross channel optimization and integration
- 6. Always remember to track returns across all channels



# Thank You Questions?

## **Benu Aggarwal**

benu@milestoneinternet.com www.milestoneinternet.com <u>http://twitter.com/milestonemktg</u> http://www.facebook.com/Milestoneinc

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blog.milestoneinternet.com



# Example of 100% Local Enhancement



- 1. Site URL
- 2. Categories
- 3. Hotel Details
- 4. Site powering reviews
- 5. Reviews
- 6. Photos and Video



### **Best Practices – Google Places**

- Validate and Enhance Google place listing. Claim and delete duplicate listings.
- Use exact business name as it is on maps & real world. Do not add additional keywords in the title of the listings.
- Proper Use of Categories. Do not add random categories. See which categories are recognized by google in that location.. Use 7 pack help finding in relevant categories.
- Reference Social Media Profiles. Add as many photos / videos as possible. (Owner/ User created video on You tube)
- ✓ **Fix incorrect marker location**. Add coupons, Google Map and tags
- Include keywords and geomodifiers in "Additional Details"
- Multiple businesses are at the same location and getting citation to different URL - Claim /enhance listing separately for each business. Try to differentiate business by adding suite number or changing location on the map

### **Google Local Optimization**

	200 characters max, 200 characters left.				
Category: *	Hotel	Q			
	Which categories (up to 5) best describe your busine Ex: Dentist, Wedding Photographer, Thai Restaurant	ss?			
Category: *	pet friendly hotel	Q	×		
Category: *	Hotel with Business Center	Q	×		
Category: *	Hotel with Meeting Rooms	Q	×		
Category: *	Hotel with Fitness Center	Q	×		
	200 characters max, 200 characters left.				
Category: *	Hotel		Q		
	Which categories (up to 5) best describe your business? Ex: Dentist, Wedding Photographer, Thai Restaurant				
Category: *	Downtown Hotel		q		
Category: *	Amusement Park Hotel		q		

Hotel near Amphitheatre

Hotels near University

Note: You have chosen a custom category

Note: You have chosen a custom category

#### ▼ Additional Details

Q

Q

Please enter in any other details you want customers to know about your business, for example:

Parking available : Yes. Brands carried : Sony, Panasonic and Toshiba.

Things to do in Sacramento:	:	*Sacramento State Aquatic Center *	1
3acramento Hotel Accommodations	•	All Hawthorn Suites Folsom / Ranch	0
Features at Sacramento Hotel	:	*Business Center *Meeting Room *	1
Meetings Space in Sacramento	•	400-square foot conference room a	(
Sacramento Hotel Packages	•	1agers Special * Shopping Package	(
Top Reasons to Stay With Us		t Location to downtown Sacramento	(
Friend Us on Facebook		ww.facebook.com/Hawthorn_Suites	1
Follow Us on Twitter	:	www.twitter.com/HawthornSuites	1

Category: \*

Category: \*

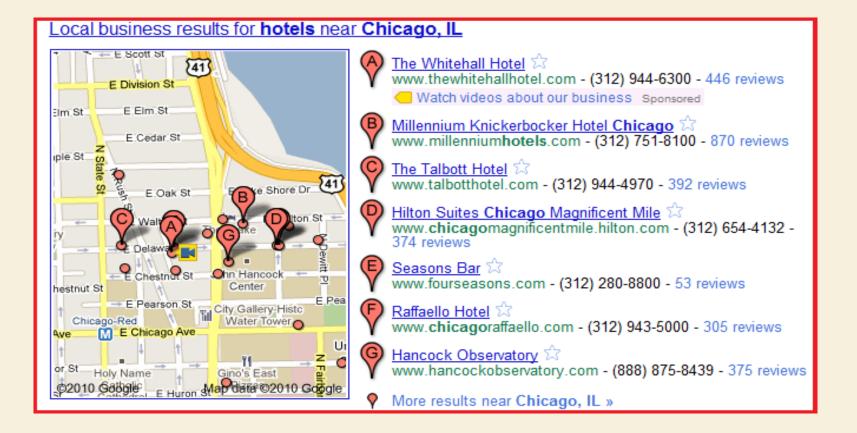
# Things to avoid



What we shouldn't do with Google Local

- 1. Use agency email address to claim / enhance listings
- 2. Alter the Business name
- 3. Adding Keywords to Business Name and Categories
- 4. Use Geo-modifiers in categories
- 5. Use 800 phone number for the hotel
- 6. Duplicate Listing

### **Google Tags**



### **Best Practices - Local Search**

- ✓ Enhance Local Listings
- ✓ Description written keeping Local and Regional Factors in mind
- Check if your website is optimized for Local Search?
- Consistent Information IYP's, Business & Travel Vertical
- Securing Valuable Local Citations / Listings
- ✓ Custom Local PPC Campaign
- ✓ Google eMaps Tagged with Local Attractions
- Promotion Wikipedia Profile, Real Time Search and use of social channels to promote / network locally