



Quick stats

- 89% American & Canadian internet users (18+)
- 94% Internet users with broadband access
- #1 Communication (Email | social media | blogs | podcasts)
- #2 Shopping & related research (homes, cars, goods, services)
- #3 Travel: Directions, vacations, all things travel-related
- #4 Education & research
- #5 News | entertainment | financial transactions

Quick stats

| 000/ | | | | | |
|-------|------------|-------------|----------------|-----------|---------|
| • 93% | Percent of | all website | traffic driven | by search | engines |

- 85% Percentage of searches done on Google (North America)
- 72% Visited a store within 5 miles after a "near me" search
- 72% Relevant content creation the most effective SEO tactic
- 60% Use voice search and growing fast
- 2,000% Better (relevant) content can increase traffic to a blog
- 2 secs. Website load time. Longer: bounce rates increase by 50%

Look for the 5-minute video "Why Increasing Your Online Exposure is so important: The facts"



Terminology • SEO Search Engine Optimization Keywords What search engines use to find & list you Blog | Vlog Articles, videos posted online periodically Mobile friendly Website configures to fit on any mobile device Plugins | widgets Tools to improve and enhance your website • Pay-per-click (CPC) Paying to be on the first page of search results Influencer Blogger with a lot of followers (often 20,000+) @symbol Typically the user name: business/org name #hashtag A word or phrase to identify a specific topic Local search "Near me now" Internet searches (Geolocation)

Customer Relations Management

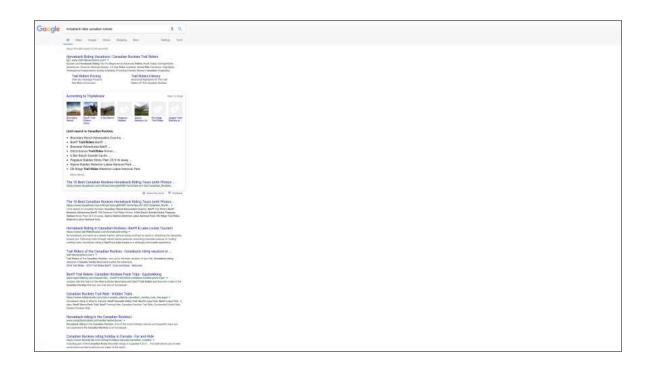
Your website translated into other languages

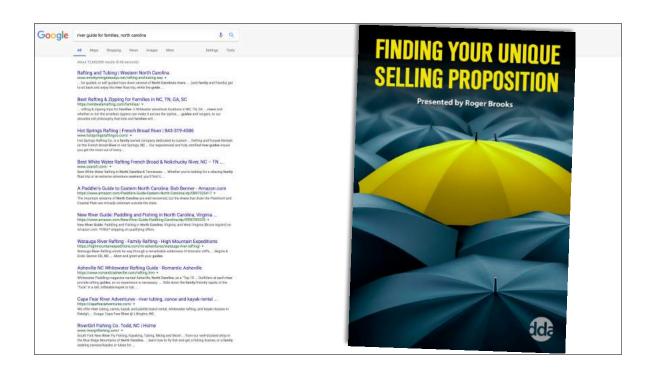
CRM

Localization









Then create your strategy

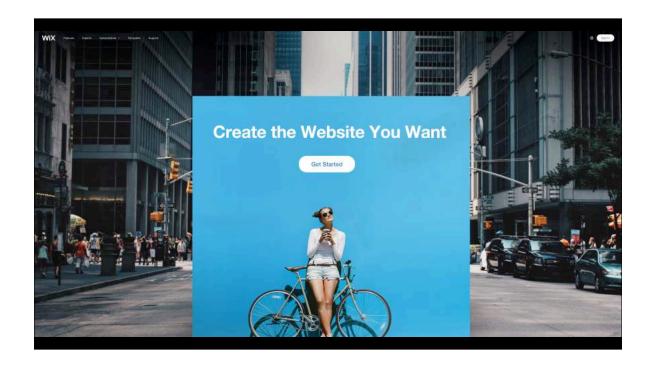
- 1. What are you trying to accomplish?
- 2. List your top three goals or priorities

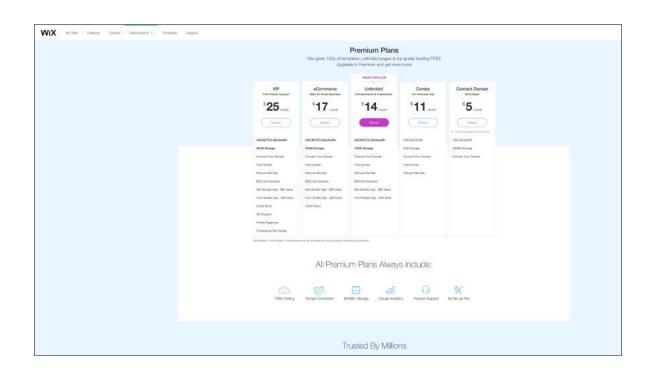


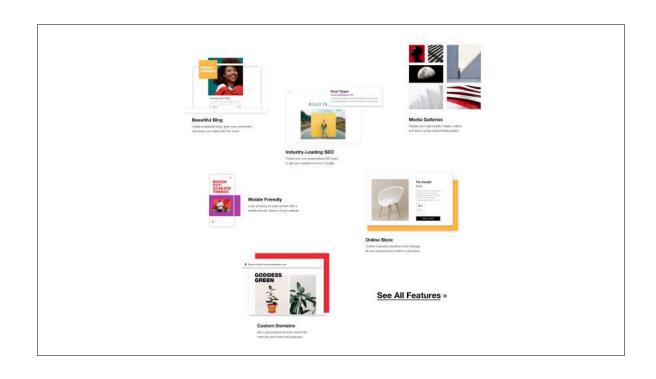


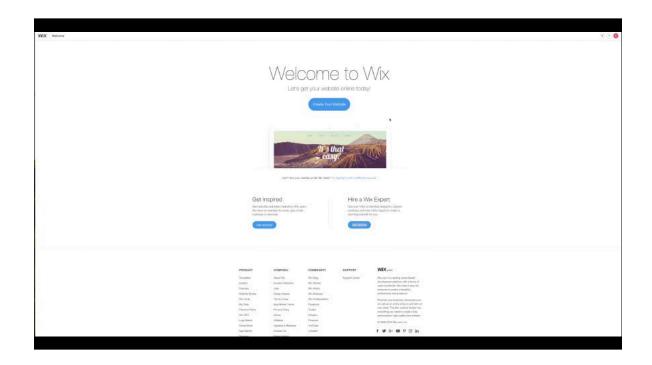
Inexpensive, do-it-yourself platforms

Wix Weebly Wordpress Squarespace BoldGrid



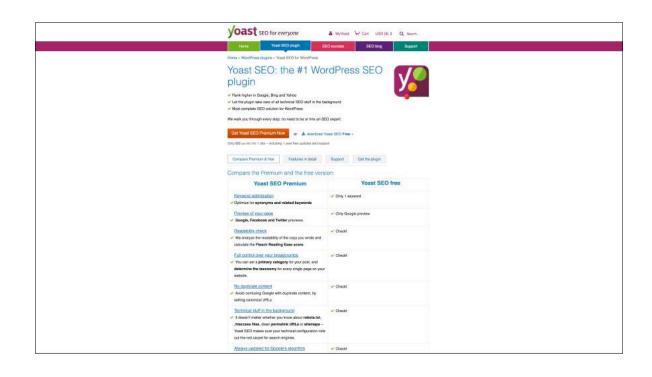


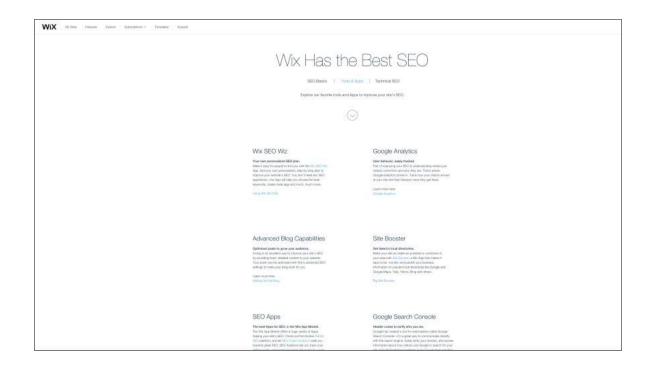


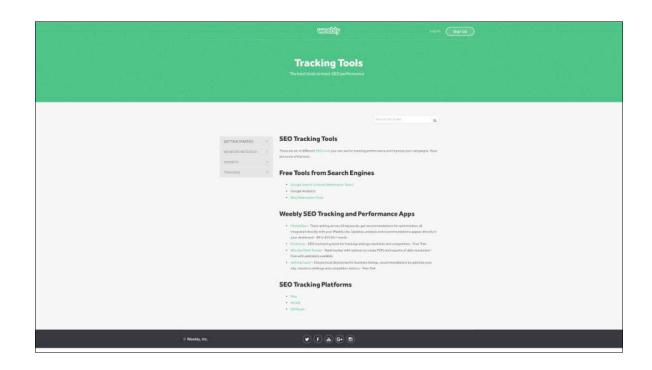


Plugins | widgets

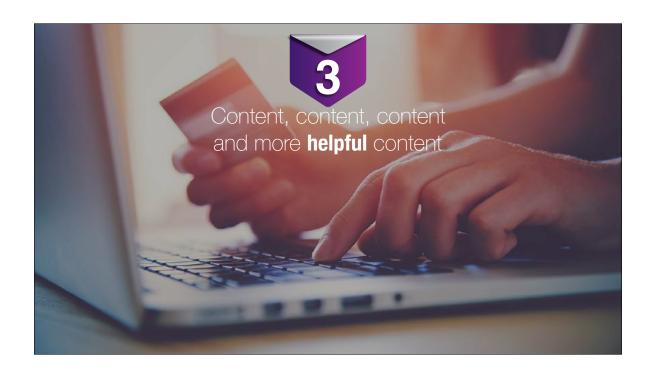
- SEO (most important)
- Google Analytics
- Calendar of events
- Booking engine | E-commerce
- Contact forms & surveys
- OptinMonster (for WordPress)
- Firewall protection
- Image galleries
- Google search bar (search within your site)
- Live chatroom











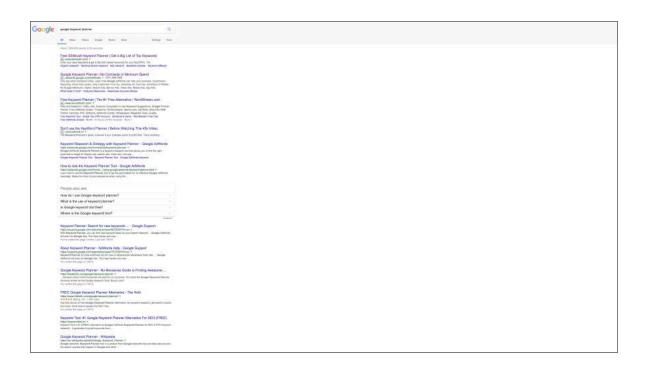
See the companion video: Content is king!

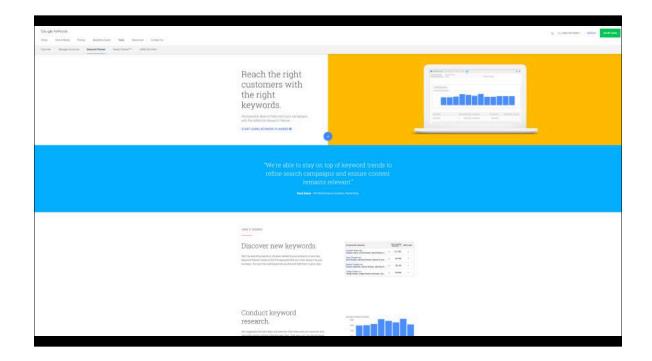
- Promoting your "Top 3," "Top 5," and "Best of's"
- The power of video and photography, few words
- Creating written and video blogs every two weeks
- Making sure photos have SEO savvy names
- "Getting here" information and details
- Pricing | seasonal considerations | trip planning information
- Tips for a fantastic experience
- Leaving no question unanswered
- Creating a call to action

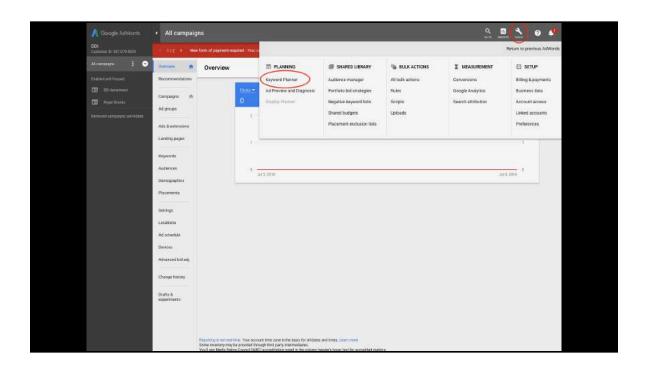


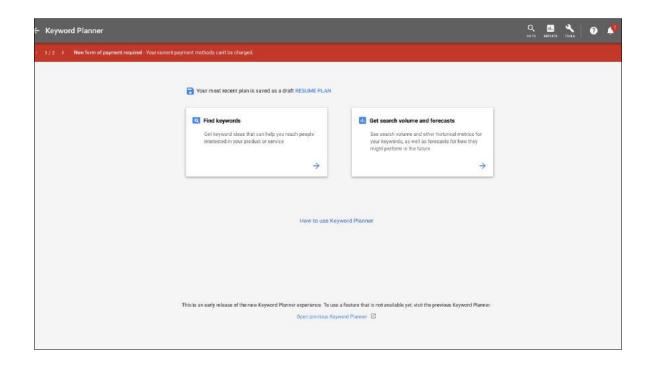
Study the competition

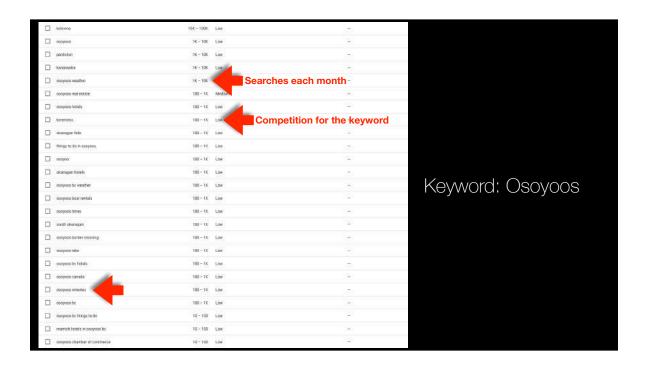
- What keywords are they using?
- Keywords are important (after content)
- Use Google's "Keyword Planner"
- Or another one like Neil Patel's Ubersuggest (our favorite)

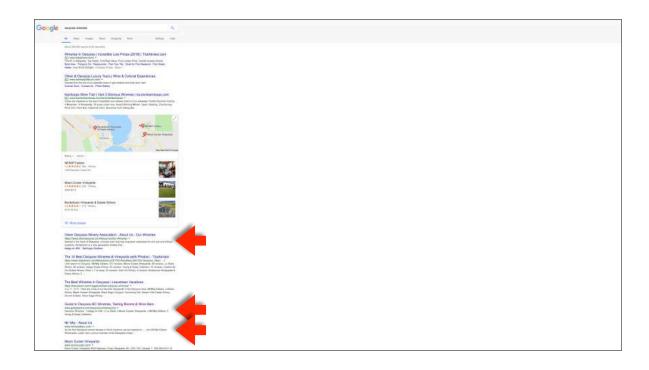




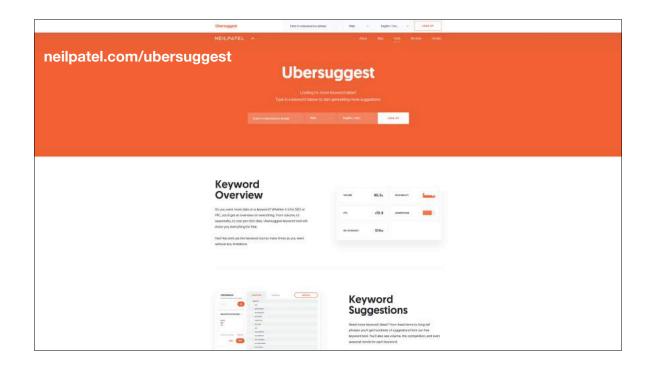


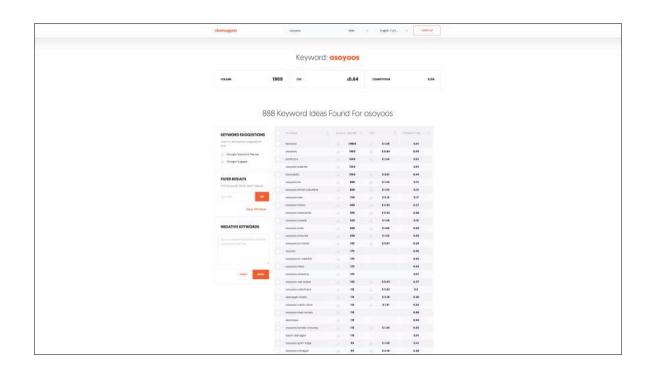
















Google commands **more than 80%** of all searches (North America | Western Europe)

Bing | Yahoo! - about 15%

Google rules the world (pretty much)

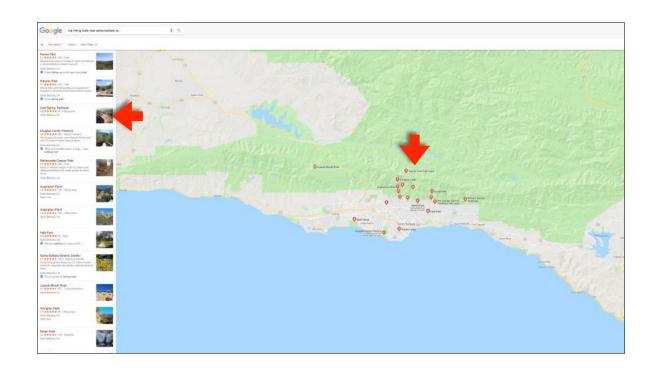
Google Search Leader in Internet search

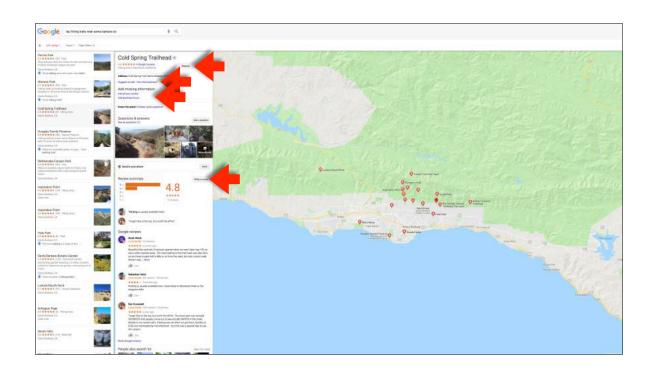
Google My Business Free business listings

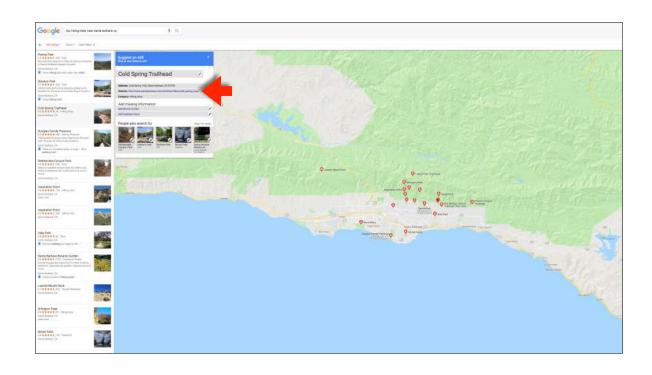
Google Maps Free listings of anything and everything

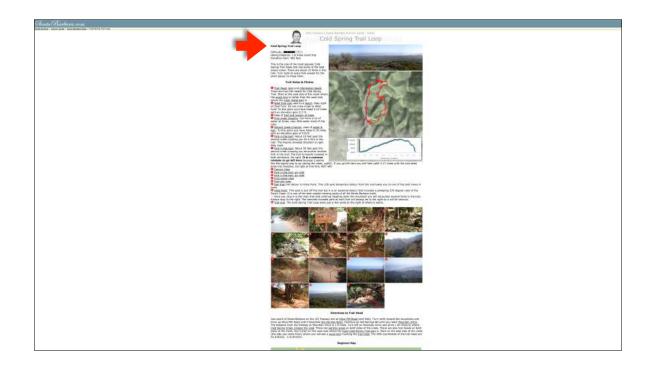
Local Guides A consumer-focused way to add content

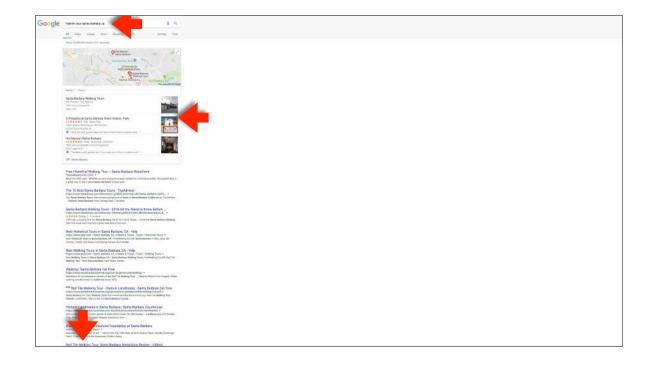


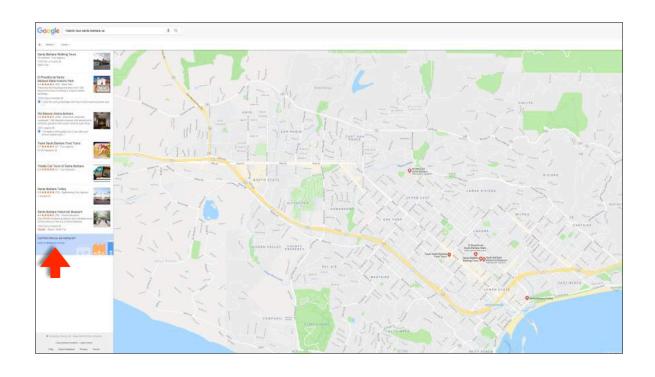


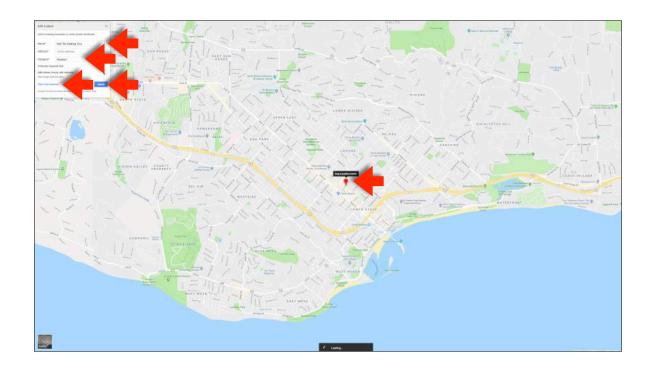


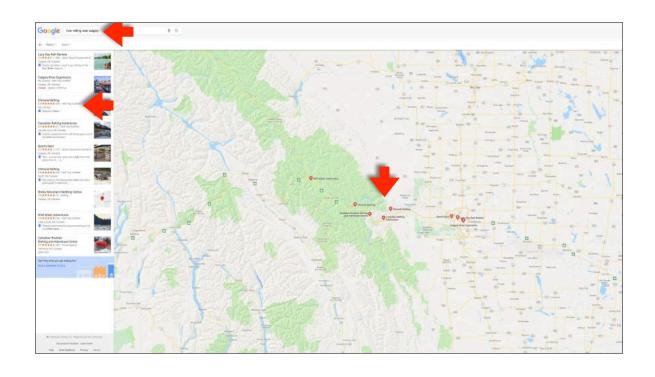


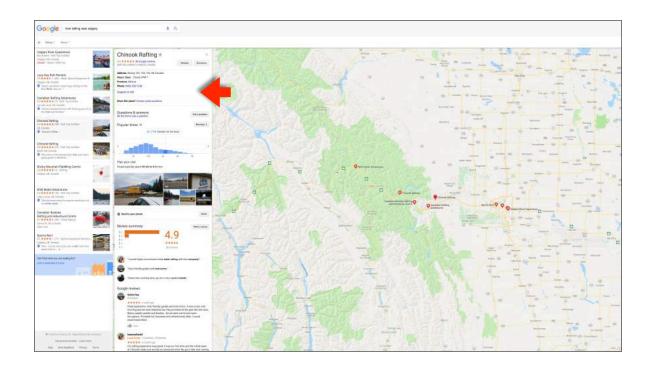


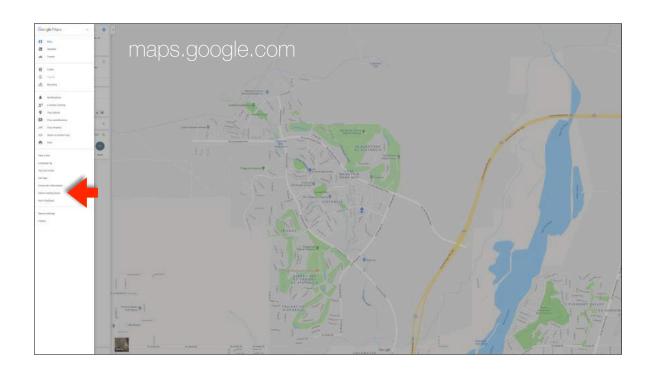


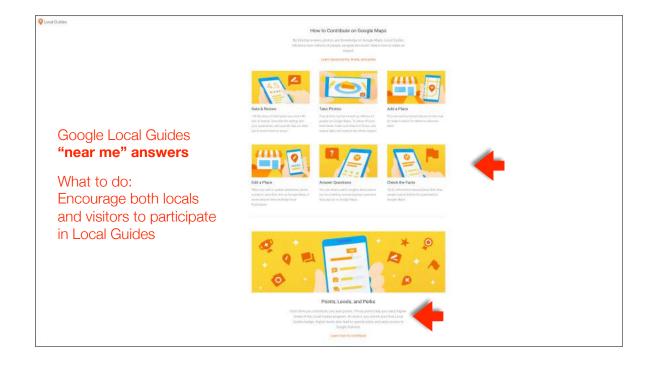


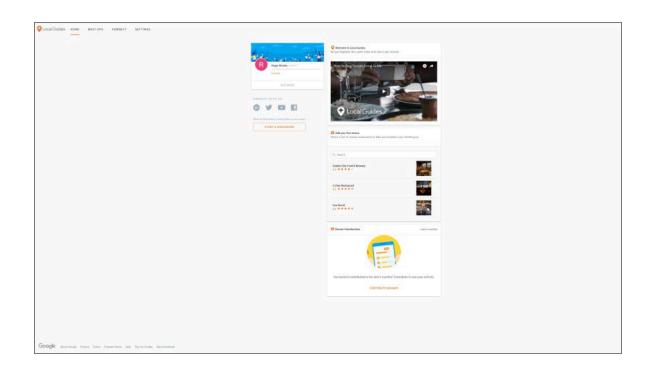


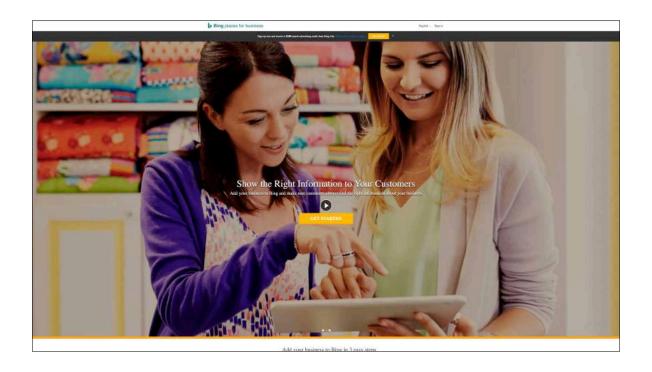


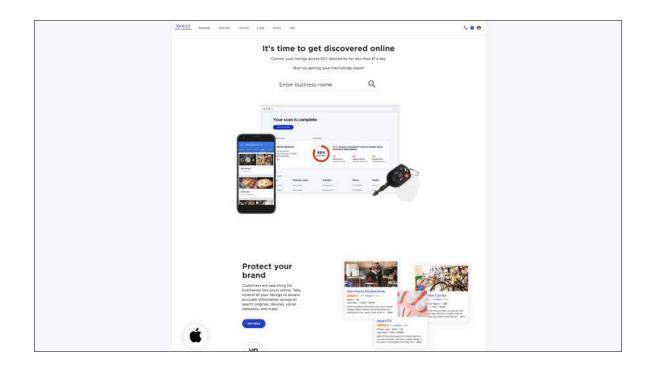






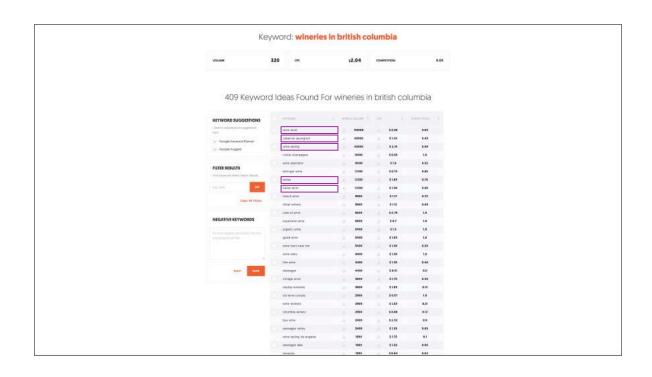


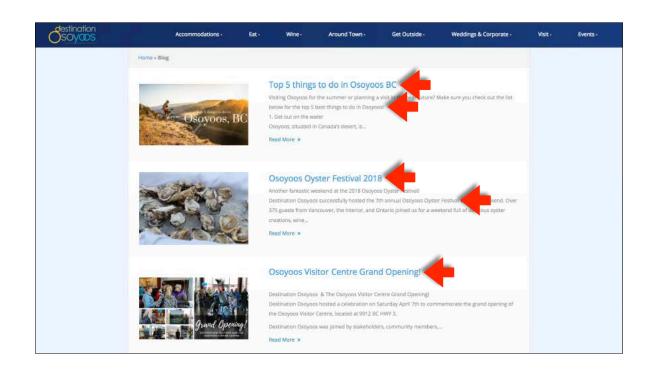




Headlines

- Avoid the generic "wine" or "wineries" or "wine tours"
- "Our favorite wine store in Osoyoos"
- "Cabernet Sauvignon: Our specialty!"
- "The Top 3 Wine Tasting experiences in Osoyoos"
- "Osoyoos We've home to BC's best wine!"
- "Italian wine or BC wines? Let's put them to the test!"

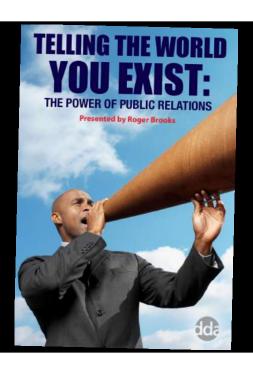




Public relations

- Public relations is another powerful tool that will build your online presence
- Don't think of it as just articles in printed publications!

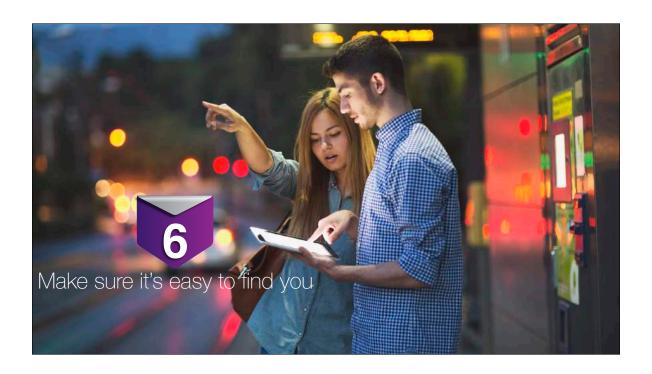






See the companion video: Content is king!

- The power and how to best leverage #hashtags
- Which social media platforms you should concentrate on
- Email marketing using blog posts as e-newsletters
- Which email marketing platforms to use
- Being part of the conversation: online forums and discussions
- Leveraging peer review sites like TripAdvisor, Yelp, Manta, Foursquare

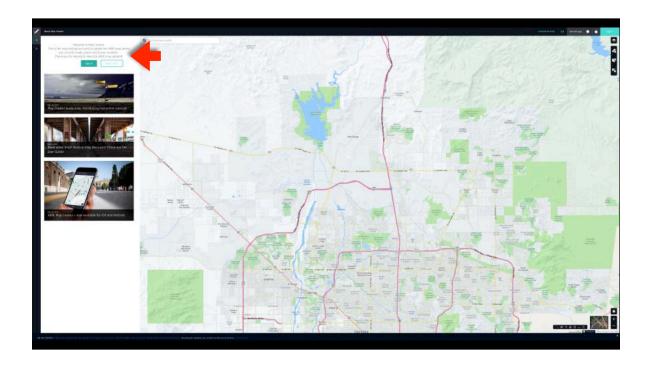


How to get here

HERE Maps (formerly Navteq)
Apple Maps
Google Maps
MapQuest
Tom Tom

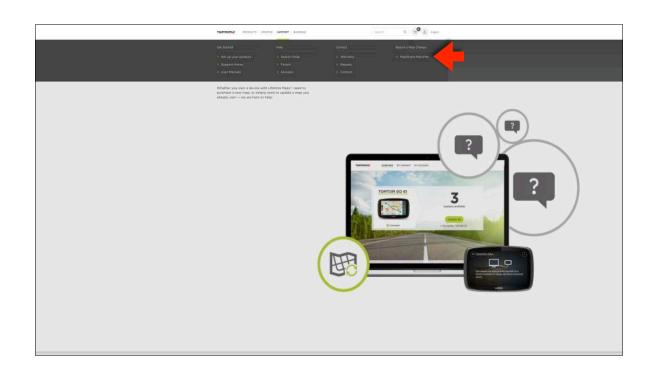
Your businesses, activities, attractions, amenities should all be added to these map platforms



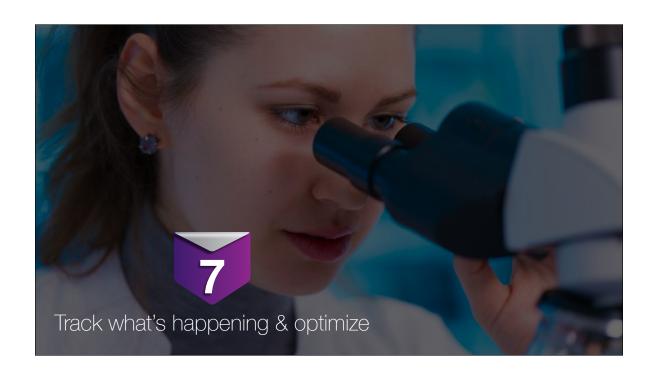


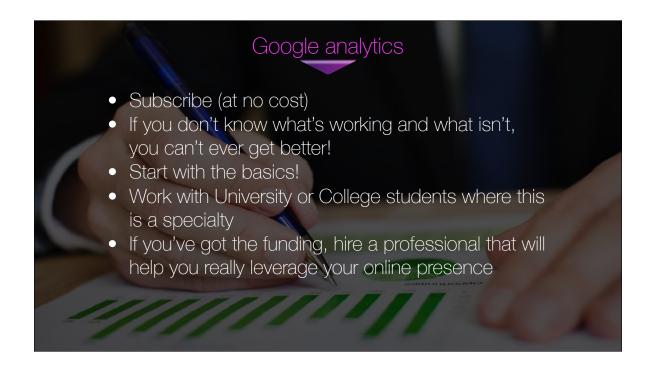




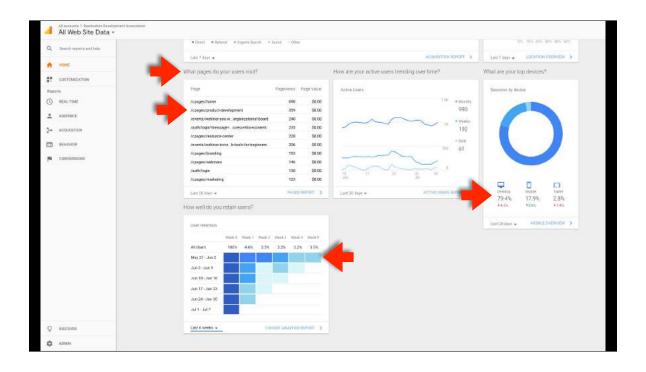


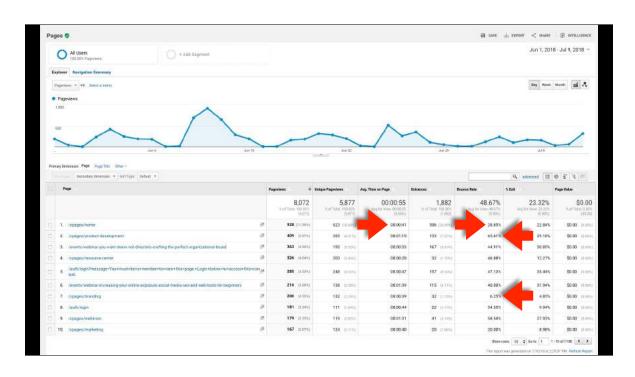


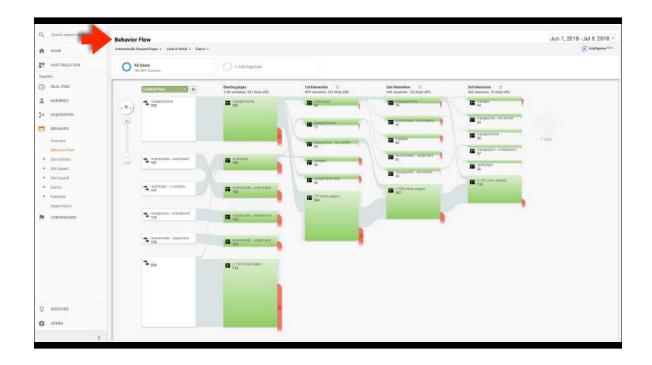






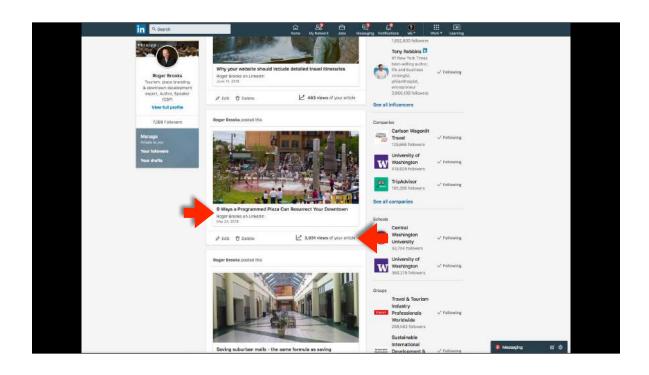


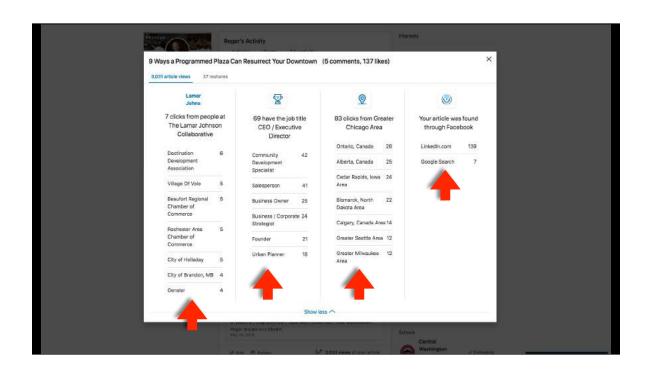


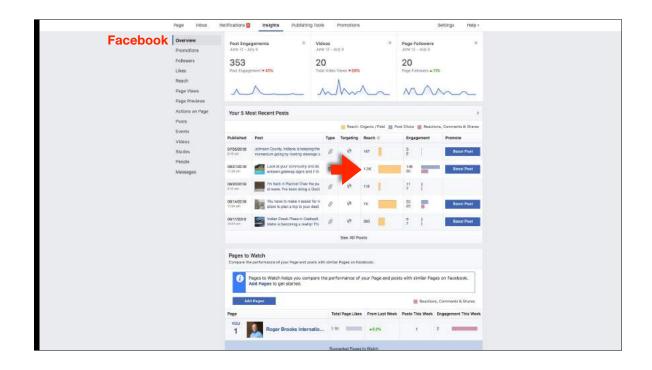


Takeaways

- Tuesdays between 10:30 and 1:00 pm is best
- Bounce rate is about right (you have to pay to join)
- We need to engage the visitor longer
- We need to engage our members far more often
- Let's go to Australia! And what's with Poland?
- Visitors are very interested in "product development"
- And even more interested in branding







What to do

- 1. Narrow your focus and identify your goals
- 2. Your website is priority #1: It MUST close the sale
- 3. **Invest in content**: Specifics, not generalities
 - Photos | video | blog posts | specifics
 - Best of's | Top 3 | helpful tips | call to action
 - Leave no question unanswered
- 4. Use great keywords on your photos | all text | headlines
- 5. Use **SEO widgets** or plugins they are great tools!
- 6. Make Google your top priority: Maps | My Business | Search
- 7. Create, use and promote great #hashtags
- 8. Create an e-newsletter (your blogs) and use MailChimp...
- 9. Get volunteers to engage with customers on forums
- 10. Make Instagram a priority | encourage people to share on Facebook
- 11. Get activities listed on peer review sites: TripAdvisor #1
- 12. Get your activities, businesses, attractions, amenities on all map platforms
- 13. Review analytics (monthly) to make changes to better close the sale

If I were in your shoes...

- Create the ELOP Team (Elevating our Online Presence)
 - Writers | photographers | web-savvy experts | fun people
- I would dedicate 6 hours a day, four days a week
- For 8 weeks straight. Sequester yourself
- Let everyone know what you're doing & why you're ignoring them. This takes time, not money!
- Hand out assignments
- Work your way down this list: One week for each of the 7 sections plus one week for refinements

