

What we will cover

- Building Brand & Business Growth Model
- Introduction To Social Media 9 Key Areas
- 5 Actions to Grow Your Business
- 5 Tools to Grow Your Business
- Additional Resources
- Next Steps

The MATIONAL BESTSELLER The MINATORNAL BESTSELLER THE MINATORNAL TOPPING POINT How Little Things Can Make a Big Difference MALCOLM GLADWELL MALCOLM

Caportationed Material

"Acquaintances, in sort, represent a source of social power, and the more acquaintances you have the more powerful you are."

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- Malcolm Gladwell



Building Your Brand with Social Media

- ✓ Create Awareness
- ✓ Strengthen Current
 Relationships
- ✓ Generate New
 - Opportunities





Two Approaches for Growth





Call to Action: What Do You Offer?



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9 Key Areas of your Online Presence

- I. Website & Blog
- 2. Online Directories
- 3. Review Sites
- 4. Social Networks
- 5. Micro Blogging
- 6. Rich Media
- 7. Mobile Apps
- 8. Industry Specific
- 9. Event Promotion





Website & Blog

Google Ranking, Alexa Page Ranking, SEO/CRO, Blogger, TypePad, Wordpress

- Control the content.
 - A chance to tell your story.
- Define a clear message.
 - What do you offer?
- Create a medium for contact.
 - Invite feedback, questions...
- Provide links to other pages.
 - Share your FB, Twitter...
- Update your content.
 - Consistency in theme and info.



Piedmont Avenue Consulting is a San Francisc business development and marketing consultin brand awareness, strengthens customer loyalt generation by leveraging new technologies and business processes.

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Website – The Hub Of Your Online Strategy







Search Engine Optimization / Conversion Rate Optimization

- Helps drive traffic to your site
- Off-page SEO (work that takes place separate from your website)
- On-page SEO (website changes to increase rank)



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Calls to Action

- What are your next steps, requests, actions
 - Are services/products labeled and promoted properly?

Subscribe to Newsletter

SIGN UP V



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Call to Action – vCita

Online Scheduling Software and Business Calendar



Call to Action – Constant Contact

Email Marketing – Customer Loyalty Program



Re-use content and stay on top of mind.

Email Marketing just plain works. See how.

Your customers check their inbox all day, every day. You're sure to reach them when you work with Constant Contact. Build relationships, drive revenue, and <u>deliver real results</u> for your business.







Go Social

Get ready to extend your reach and build your business with powerful social media integration. Track

Track your success with real-time <u>reporting</u> that makes it easy to plan your next move.

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NEWSLETTER

SIGN UP FOR OUR

Social Media Links

- Does the homepage contain links to other sites, pages, accounts such as:
 - Facebook
 - Twitter
 - Local Groups
- Clear icons, links, buttons for such sites

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CONNECT WITH US



🖬 Join us on Facebook

People Love Us on Yelp

UPCOMING EVENTS

November Art Walk

Website Checklist

- □ Is the domain/web address clearly branded and easily identifiable?
- □ Is it independent from a website/blog support or production site?
- □ Is the brand/purpose of the site readily seen on the home/landing page?
- Does the site include information about the business such as purpose, story, background or 'what we're about'?
- Does the homepage contain links to other sites/pages/accounts such as Facebook, Twitter or other affiliate groups?
- □ Are there clear icons/links? buttons for such sites?
- □ Is contact information available such as email/phone/address?
- □ (CALL TO ACTION) Are services/products labeled and promoted properly?
- □ Is there a medium to interact with clients such as an email signup?
- Does the theme of the website continue throughout each page?
- □ How are the graphics of the page? Images, fonts, layout, etc.
- □ How often is the website updated/monitored? Is it relevant?







NetworkedBlogs



Conline Directories

Google Local/Maps, Yahoo Local, Yellow Pages, CitySearch Charles

- Search yourself.
 - The power of Gool
- Look for similar busine - If you' re not liste
 - else is!
- Display correct contact
 - Location, phone # directions MUST b
- Take a photo.
 - If they know what to look for, they' II find it.



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GOOGLE – GETYOUR BUSINESS ONLINE



Get your business online

Get on the map APPROXIMATELY 10 MINUTES Get on the web APPROXIMATELY 60 MINUTES

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The easiest way for your business to be found online

A Google+ page is a free business listing that helps people find businesses like yours when searching for local products or services. Select the *Local Business or Place* category during sign-up and your listing will show up on:

- Google Maps
- Google+
- Google search results
- Phones and tablets



POWERED BY Google+



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GOOGLE One Google Account for everything Google





YouTube



Reviews

Posts

Tagline

networking.

Be Social. Food is Culture. Chief Networker - PiedmontAve.com. Business Consultant, Marketing Expert, Social Maven, Keynote Speaker, Restaurant Consultant, Founder PiedmontAve.com & WalnutCreekEvents.com

creative ideas and encourages new initiatives from strategy through

experiences, and enhanced relationship building techniques. David

implementation. David's wealth of knowledge is transferred to

clients leading to heightened sales, increased customer

has an extensive educational background, in addition to

professional sales training, which includes a Ph.D. in Clinical

Psychology with coursework in Business Administration, Legal

Studies, and Marketing providing a foundation for excellent critical

and analytical thinking, business strategy, relationship building, and

Photos

Work

+1's

Occupation

Business Consultant, Marketing Expert, Social Maven, Founder PiedmontAve.com & WalnutCreekEvents.com

Employment

Piedmont Avenue Consulting

Founder, Chief Consultant, present Piedmont Avenue Consulting (www.PiedmontAve.com) is a San Francisco Bay Area business process consulting firm specializing in leveraging new technology for business development and marketing. We integrate Google, Salesforce, Constant Contact, Yelp, Facebook, and other new technology solutions with businesses to improve productivity, monitor performance, and expand marketplace presence. Our clients include restaurants, retail specialty stores, financial services firms, high-growth start-up companies, real estate agencies, individual entrepreneurs, and other diverse organizations.

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Review Sites

Yelp, Zagat, Chow, Lawyers.com

- Rely on word of mouth.
 - People trust personal accounts more than ads.
- Offer additional information.
 - Yelp is a mobile tour guide.
- Respond to reviews.
 - Thank those who provide feedback.
- Learn from your reviews.
 - Don't make the same mistake twice!



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Social Networks

Facebook, Linkedin, Biznik, VentureStreet

- Communicate with clients.
 - Be involved with the conversation.
- Connect.
 - Associate your business with related pages and people.
- Establish a following.
 - Invite past clients/customers to view your page.



- 1677 N.Main St, Walnut Creek, CA.
 1 (925) 979-1677
- V 1 (925) 979-1677
- Aujourd'hui 11:30 14:30, 17:00 21:00



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A propos

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Personal Profile -Linked in.

- Custom URL
- Title = Story
- Websites
- Summary
 - Keywords
 - Include Contact informendations 30 people have recommended David
- LION
- Privacy Settings



founded Piedmont Avenue Consulting, Inc. (www.PiedmontAve.com) where he advises on leveraging technology to create brand awareness, strengthen loyalty and streamline processes with proven results.

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Retail Operations Maven

Company Profile -Linked in.

- Find individuals you know
 in a professional
 capacity
- Company Profile
- Participate in discussions
- Recruit attendees to your events
- Invite people to join your mailing list



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Twitter, Friendfeed

- Interact with daily events.
 - How can you relate to what's happening?
- Remind everyone about events.
 - Update information leading up to the event.
- Invite new customers.
 - Friend of a friend of a friend...



DiabloMagazine

The Pro Bowling Tour is rolling through Dublin in 10 days! Get your insider tips here: http://bit.ly /dHOZgR

10:02 AM Jan 16th via SocialOomph

Which is your favorite? 6:15 PM Jan 14th via Tweetie for Mac

Cupcake Taste-Off! Kara's vs. Frosting Bake Shop in Walnut Creek: http://tinyurl.com/48zrpxe

6:15 PM Jan 14th via Tweetie for Mac

Dancers, gymnasts, and actors come together in Diavolo, performing in Livermore tonight and tomorrow: http://twurl.nl/a60757

3:57 PM Jan 14th via Tweetie for Mac

Head to Pleasanton tonight for "Comfort Manfood," a guy's cooking class at Pans on Fire (whisky-chocolate cake!): http://twurl.nl/a60757

2:51 PM Jan 14th via Tweetle for Mac



Rich Media

Youtube Videos, iTunes Audio PodCast, Flickr Pictures

- Appeal to the senses.
 The eyes are drawn to an image/video first!
- Attract new customers.
 If the website quality is great, then people assume the business quality is great, as well.
- Entertain your audience.
 -Get creative with images and videos.



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Mobile Apps

FourSquare, Urbanspoon, Yelp, iPhone, SMS Text

- Stay in contact.
 -People are ALWAYS on their smart phones.
- Solidify your relationship.
 -Make the client feel special for receiving extra attention.
- Go the extra mile.
 This shows that you' re following through.



Industry Specific

East Bay Express, San Francisco Chronicle, DiabloMag.com

- Network within your group.
 - Get the scoop on what's the latest and greatest.
- Surround yourself with what you want to become.
 - Hang out with like-minded businesses.
- Help those who help you.
 - You never know when you' II need something.





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Industry Specific Example "Best of ... " Sites



EXCELLENCE IN SENIOR LIVING













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Event Promotion

Meetup, Zvents, Constant Contact Events, PlanCast, FullCalendar.com

- Promote what you' ve got.
 - An event can attract more business.
- Collaborate with others.
 - Get other businesses involved.
- Feature your calendar.
 - The internet is a great way to publicize!



FullCalendar - Event Promotion www.sfbayarea.fullcalendar.com



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Social Media Marketing Made S Followed By Networking Event

Thursday July 19, 2012 from 4:00pm to 8:00pm

Constant Contact Social Media Workshop Star

@ Eleve Restaurant - 1677 North Main Street, V

This free event is the perfect combination of workshop and ne professionals. First, learn Social Media strategies (4:15ppm-5:00; the Constant Contact Workshop and then be social (5:15pm-8:00pr drinks and Eleve Restaurant's elegant setting, during the Networkin

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Event Promotion: Email Marketing



Upcoming Events:

Discover the Hospitality Gems of the Tri-Valley Food & Wine Tastings ~ Social Media Marketing Experts Panel ~ Social & Business Networking Cresta Blanca Ballroom - Robert Livermore Community Center 4444 East Avenue, Livermore, CA 94550 Wednesday 03/19/2013 from 4:30pm - 8:00pm

Discover the Hospitality Gems of the Tri-Valley on Tuesday, March 19th from 4:30-8:00PM in the Cresta Blanca Ballroom at the Robert Livermore Community Center. <u>Register now</u> for this perfect event to try Livermore Valley wines (Wente, Ravenswood Valor, Garre, Tenuta), taste gourmet cuisine





David Mitroff, Ph.D. David@Pledmontave.com 510-761-5895

Pledmont Avenue Consulting was founded by David Mitroff, Ph.D., to meet the growing needs of the PIEDMONT AVENUE CONSULTING

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PiedmontAve.com 510.761.5895

TRES AGAVES TEQUILA TASTING EVENT

VIP Tres Agaves Tequila Tasting Event Thur. May 24, 2012 6pm to 8pm



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We invite you to explore the origins of the Tres Agaves Tequila with other VIP's while enjoying four tequila tastings created by Élevé, along with a selection of food from Élevé Restaurant's award winning menu. Get more information

Get more information

This event is completely complimentary because of your relationship with David Mitroff, Ph.D., Piedmont Avenue

Consulting, Walnut Creek Events, Eleve Restaurant, or Tres Agaves Tequila.



Piedmont Avenue Consulting was founded by David Mitraff, Ph.D., to meet the growing needs of the consulting relationships he has built with organizations and business owners in the San Francisco Bay Area and beyond over the last 15

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Event Promotion: Twitter



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Event Promotion: Facebook

facebook



Email or Phone

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Password

Log In

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Event Promotion: Linkedin Groups

Profile	Contacts Gr	oups Jobs	Inbox Comp	panies	News I	More	Groups -
		eek Events s Members	Promotions	Jobs	Search	Manage 🙁	More
write pe	ermissions in Gro	Cottinge					
our Grou	p Rules » Start: 🖵 Disc	cussion 📄 📻	Poll s and other Socia	al Media p	platforms be	fore, during, and	101
ivity	p Rules » Start: Disc Make sure to use	Linkedin Groups		al Media p	platforms be	fore, during, and	101

Choose Your View



See you Wednesday 5/29 at 5:30pm at the Event on Events in the Oakland Hills -

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Event Promotion: Meetup Groups





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5 ACTIONS

What you could be doing to grow your business

Tools to Grow Your Biz



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Action #1: Update Your Marketing Strategy

Do it!:

- Keep your strategy relevant
- Mix it up, even if it's working
- Don't be afraid to outsource

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Do it!:

- Know your target market & find them
- Start small, be consistent, then add to it

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Create content you can recycle



Do it!:

- It's the most effective digital marketing tool
- Be clever with your subjects
- Focus on **click rates** rather than opens

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Do it!:

- Follow on Social, sign up for emails, etc.
- Have a real answer for "why choose you?"
- Don't try to beat them, just be yourself

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Action #5: Form Partnerships

Do it!:

- Connect with complementary companies
- Team up as event partners/sponsors
- Create content to share with each other

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5 Tools

These assets will help you grow your business



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- Wix enables everyone to design, publish and host stunning HTML5 websites for free.
- Easy drag-and-drop website builder!





Keep track of mentions of your company and competitors

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- Be aware of what's going on in your industry in real time
- Use the found content for your marketing plans



- Be organized with your schedule
- Look professional and give clients and partners options
- Offer meeting maker in your signature, social, website etc.

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• peopleperhour • SuperTasker

- Outsource work you don't have time for
- Get experts to do work you don't know how to do

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Pick and choose when you need the help



Business Growth Timeline



EG

Next Steps

Build Your Brand & Take Action

Today

- Come up with your Growth Plan
- Create a Wix.com website and/or update your website to include:
- Clear call to action
- Integrate social media

Increase Brand Awareness

n

Next 30 days

- Make adjustments to your Online Business and Personal Presence (test and see what works)
- Work on increasing your brand awareness on Social Media

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Keep Learning & Improving

Next 60 days

- Develop a more comprehensive marketing plan based on your initial tracking and experiments in social media.
- Attend another workshop or event



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Thank You!

David Mitroff, Ph.D.

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Find more at www.PiedmontAve.com/Resources

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