



SESSION OVERVIEW

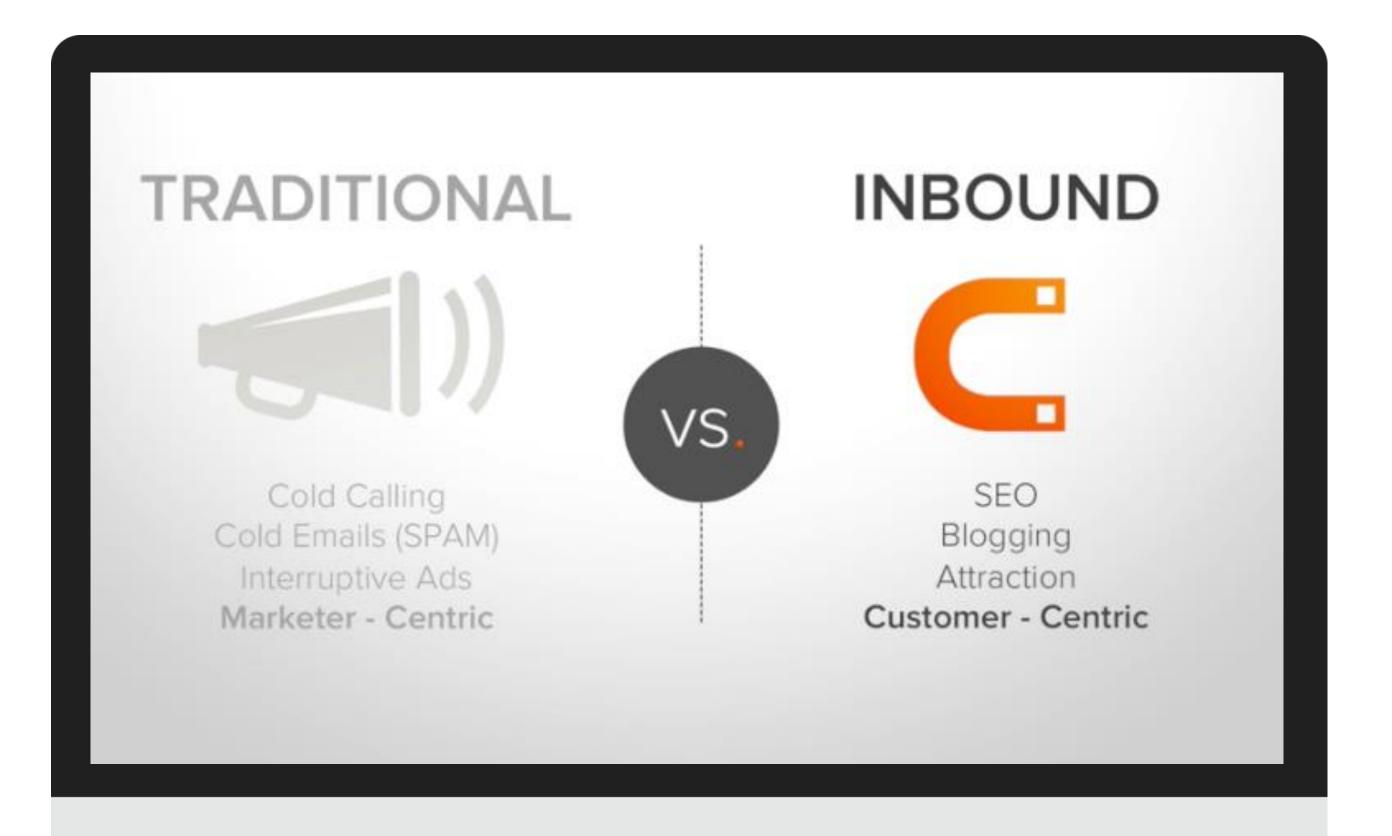
- Introduction to digital marketing
- Big picture digital trends from 2017
- What makes a good website
- The basic of getting found online
- Facebook Fundamentals the boost and beyond

WHAT IS MARKETING?

Marketing is about reaching & connecting with the right people at the best time with a compelling message and a great experience...

...so people will know you and choose what you're selling over others, stay loyal to you in the future and recommend you to others.





MARKETING IS EVOLVING

We are connecting with a diverse range of people that are seeking relevant, local, personalised experiences.





SO WHAT IS DIGITAL MARKETING?

Reaching the right audience through effective messaging and smart use of digital tools and channels in order to hit your clubs objectives.

ONLINE OPPORTUNITIES: TENNIS CLUBS



AWARENESS

more accessible, digital is the first place people go to find everything.



REACH

better connect players with our clubs.



CONNECTIONS

create deeper bonds before and after players visit.



CUSTOMER SERVICE

provide resources, updates, opening times.



EDUCATE & ADD VALUE

Share knowledge and expertise - know, like and trust.



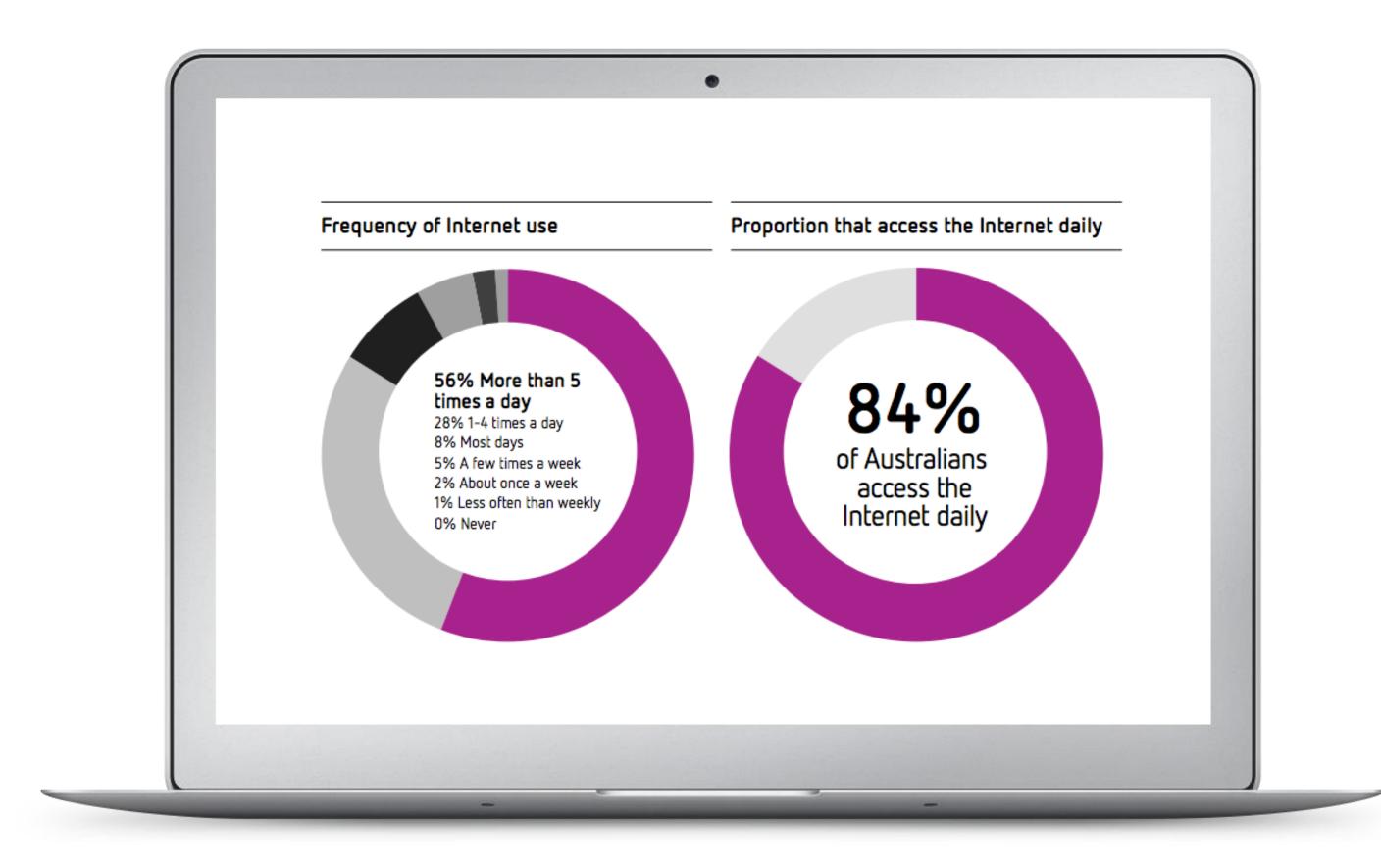
ROI

Ultimately get more memberships and court bookings into clubs.



BIG PICTURE TRENDS OF 2017

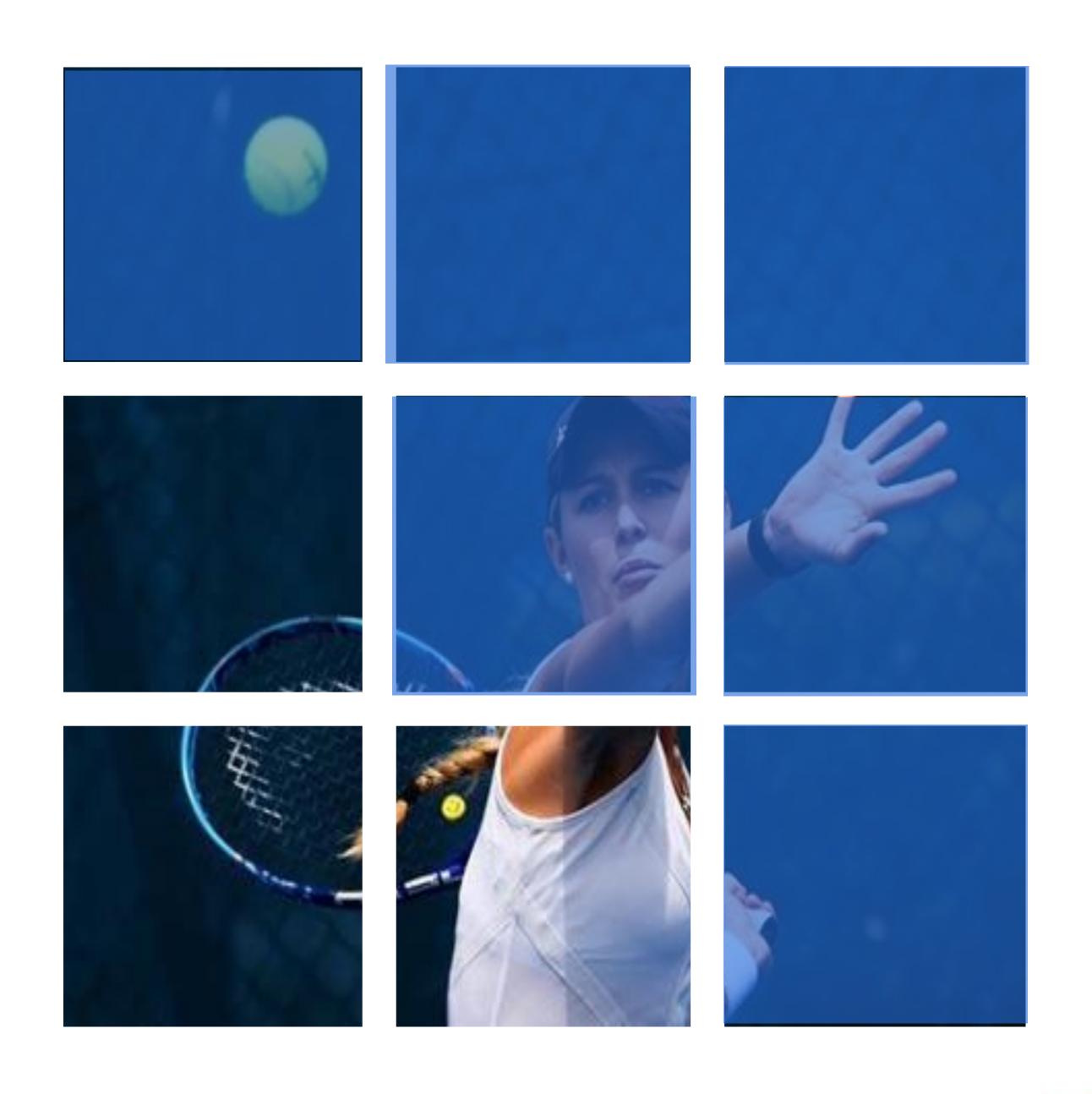
DIGITAL TRENDS





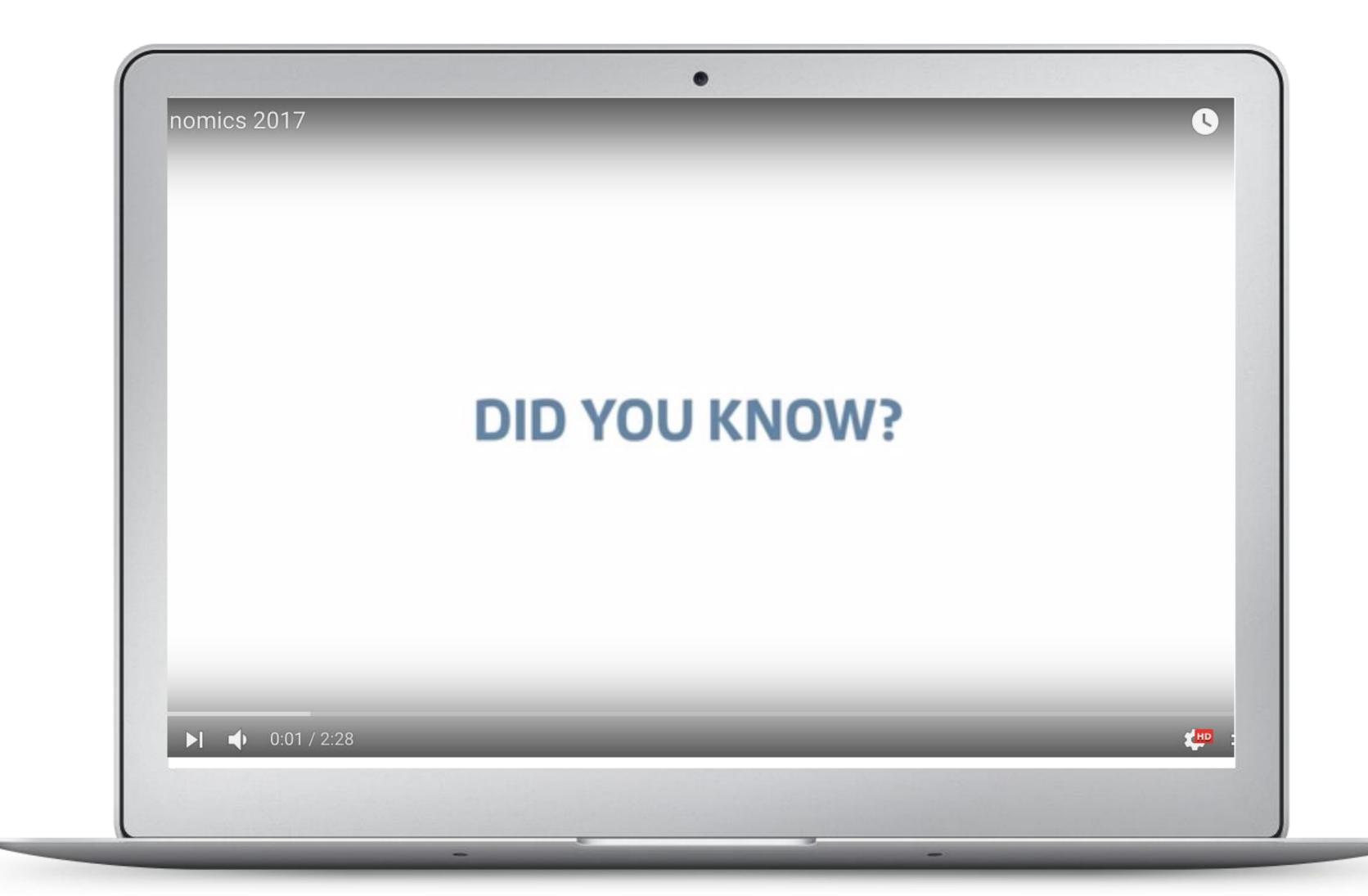
HOW MANY HOURS A DAY ONLINE





of content PUBLISHED

ONLINE ISIGNORED



RISE OF THE NOMOPHOBIC:

Nomophobia

The fear of being without your mobile phone (from "no-mobile-phone phobia").

RISE OF THE NO-MO-PHOBIC:



Collectively Australians look at their

smartphones more than

440 million times a day.

(Over 150 times EACH!)

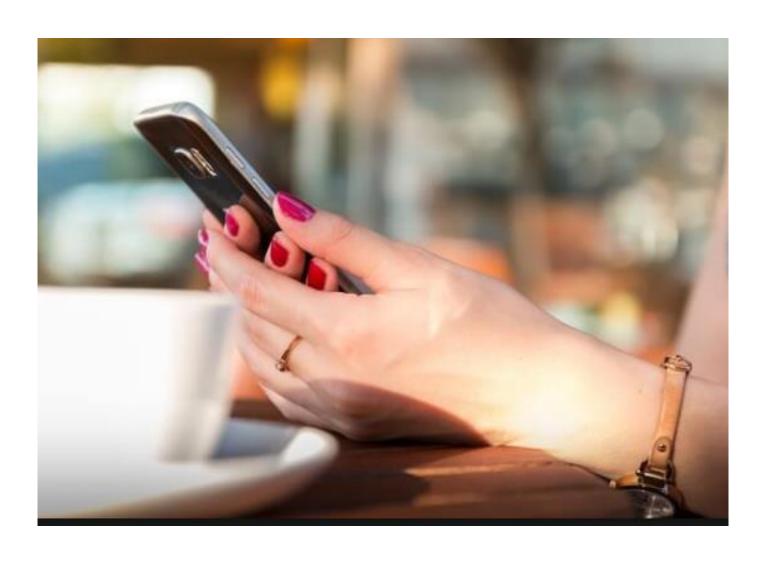
RISE OF THE NOMOPHOBIC:

91% OF MOBILE USERS KEEP THEIR PHONE WITHIN 3 FEET OF THEMSELVES, AT ALL TIMES

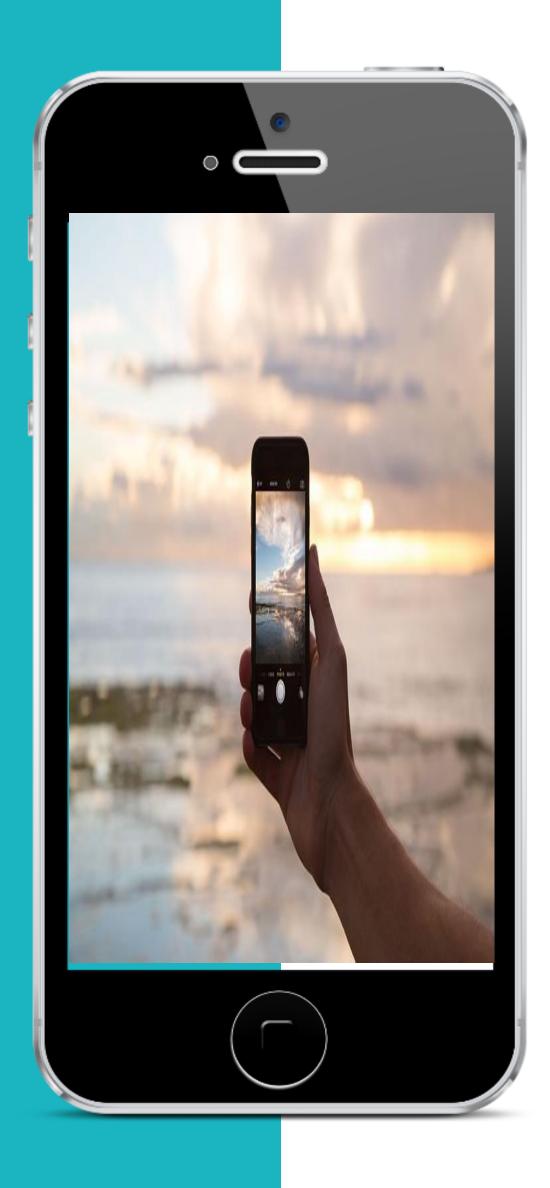
ATALL TIMES

MOBILE MANIA

- 91% of users access social media on their phone
- 90% of time on mobile is via apps
- Searching for local services
- Email and Social





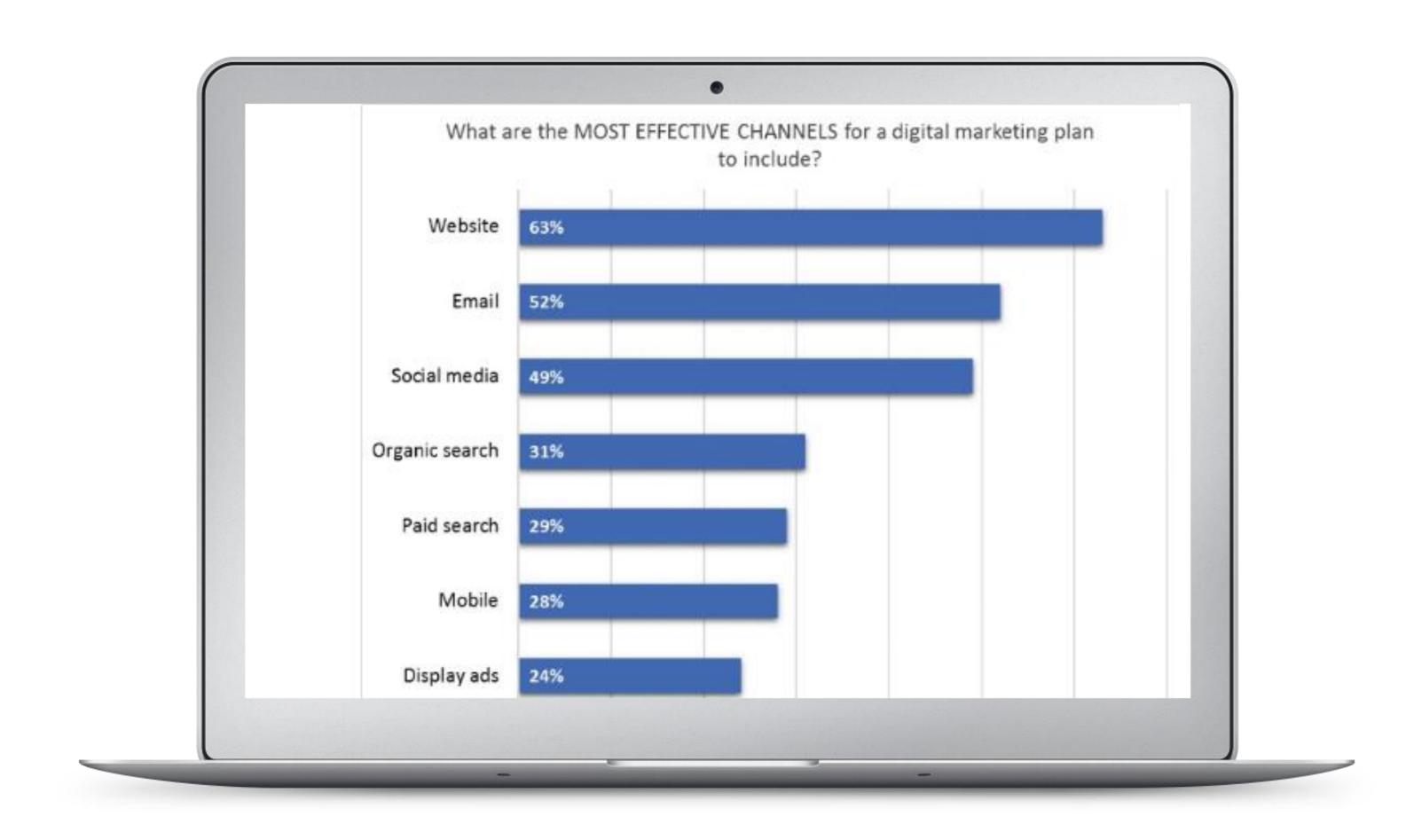


ARE YOU THINKING MOBILE FIRST?



GETTING TO GRIPS WITH THE FUNDAMENTALS

WHICH CHANNELS MATTER THE MOST?



OUR HABITS HAVE CHANGED



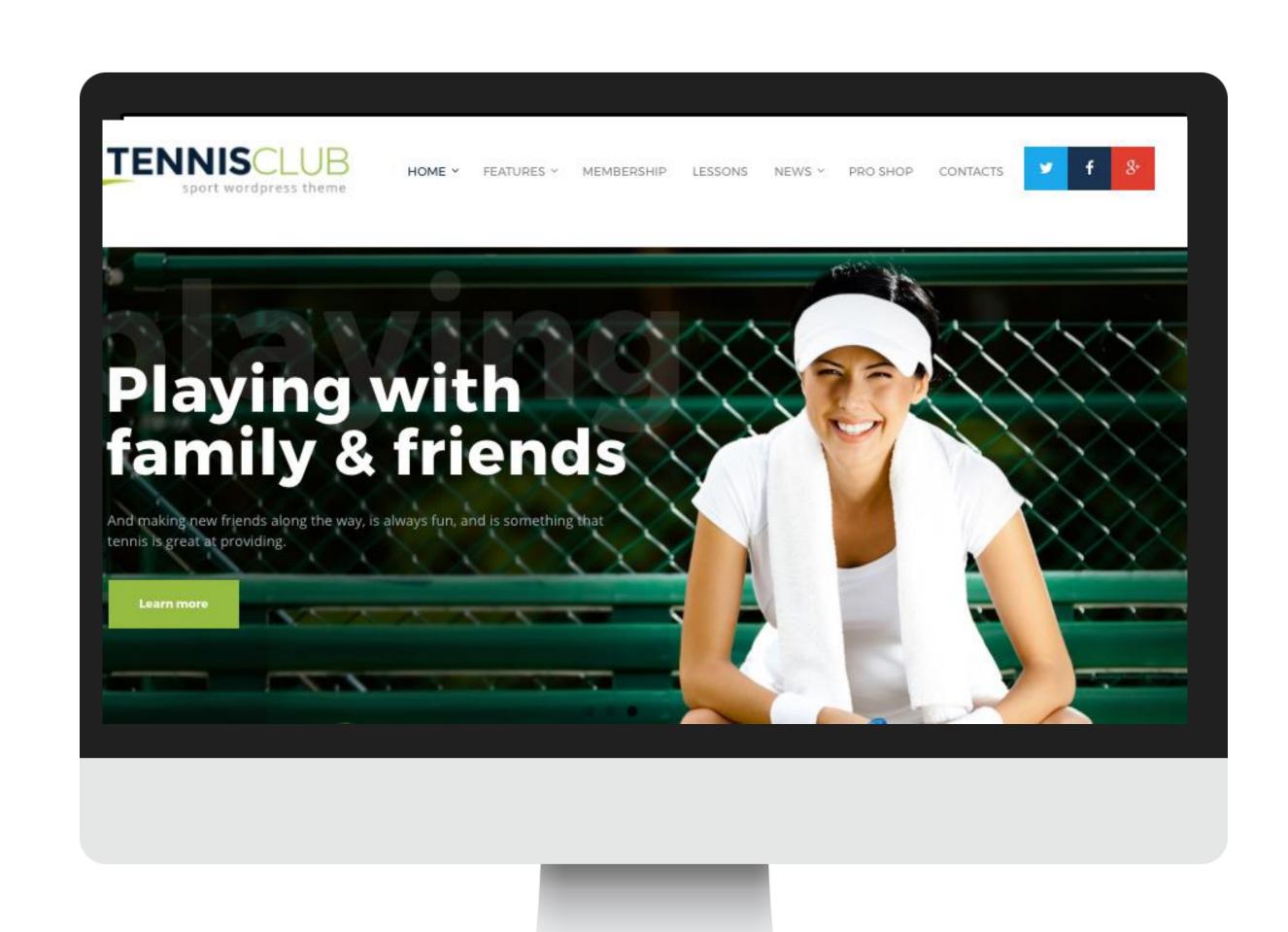
EVEN IF YOU RELY ON WORD OF MOUTH REFERRALS:



ALL ABOUT ONLINE:

If you can't be found; you don't exist

POTENTIAL PLAYERS WILL VISIT YOUR WEBSITE



YOUR WEBSITE IS YOUR HUB





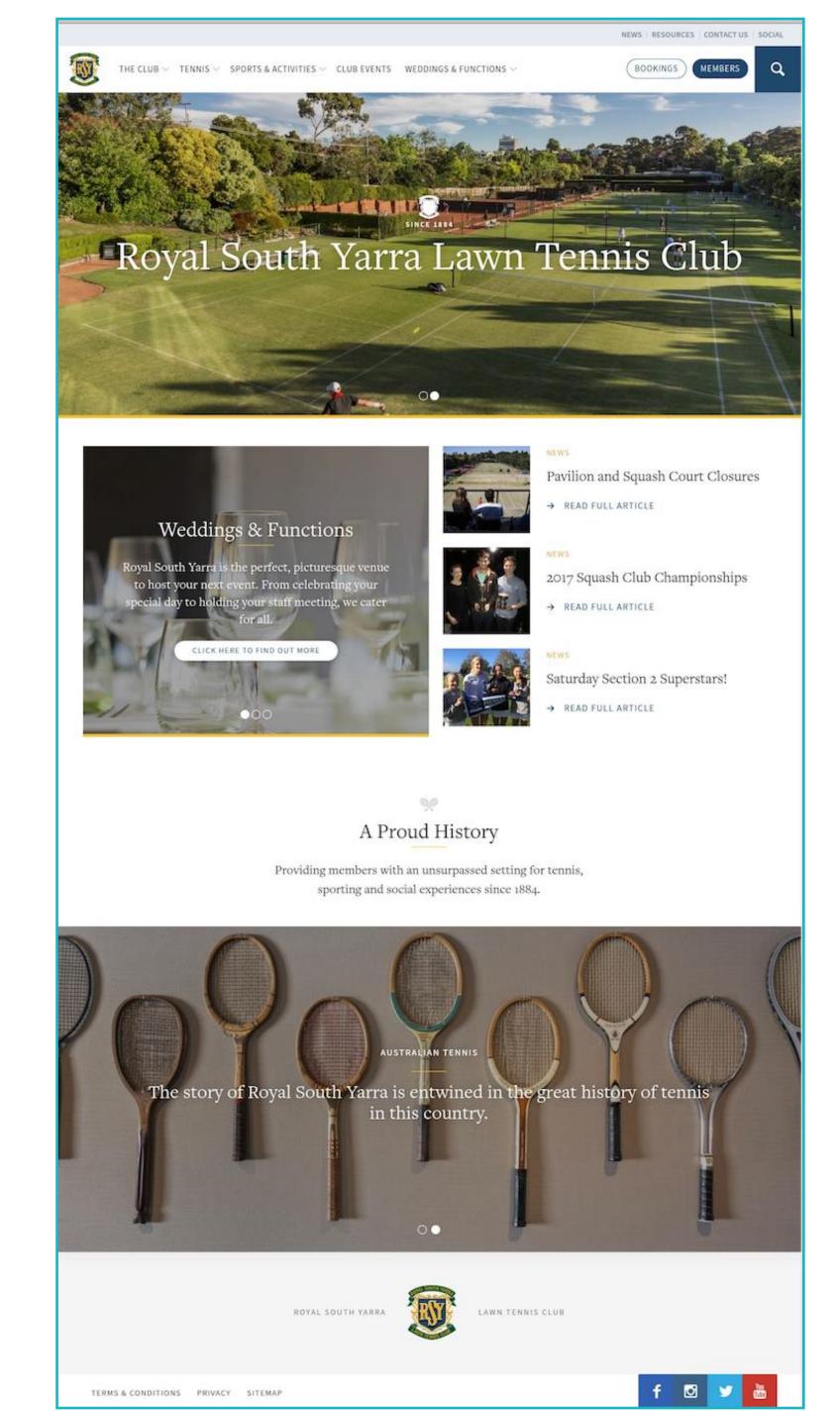
WHAT MAKES A GOOD WEBSITE?

DON'T DO THIS:





People will never want to come back!







Home Address: 57A Buchanan Avenue, North Balwyn, Victoria 3104

Google map Melway Map 46 D4 Membership: northbalwyntc@yahoo.com.au

Telephone: Clubhouse has no phone. For Coaching and Junior competition enquires see coaches below.

President: Graham Besley 9859 5777

Secretary: Tony Barton 0422 887 993 northbalwyntc@gmail.com

Treasurer: Rowena Sheung

Membership Secretary: Peter McCaw 9817 2940

Maintenance: Graham Besley 9859 5777

Next Committee Meeting: 7:30 pm Wed August 16th 2017

Coaches and Junior Organisers: Andrew Halford 0412 021911 Stuart Brown 0412 966 336

Coach's web site: http://tennismatters.com.au/

Pennant: Andrew Halford 0412021911.

Juniors: Sat and Sun morning ERT: Stuart Brown 0412966336 Andrew Halford 0412021911

Senior Competition: Saturday afternoon ERT: Peter McCaw 9817 2940

Night Tennis: Blackburn & District Night Tennis Assoc Mon-Thur 7pm. Rhonda McCaw 9817 2940

Midweek Tennis

Mon, Tues/Thurs (Social) - Albert Au Tues MEMRLTA - Rowena Sheung

Wed <u>EDWTA</u> - Norma Ross Thurs WDTA - Jane Cash

Thur Men's Veterans MMTA - Peter Moran

Modified: 20/7/17

About

News

Membership

Social Tennis

Night Tennis

Child Safe Policy

Melbourne forecast

Privacy Policy

Court use

Club files

BOM radar

Links

Club Championships

Canterbury, Ashburton, Surrey Hills and Balwyn **Community Bank®** branches

is sponsored by :

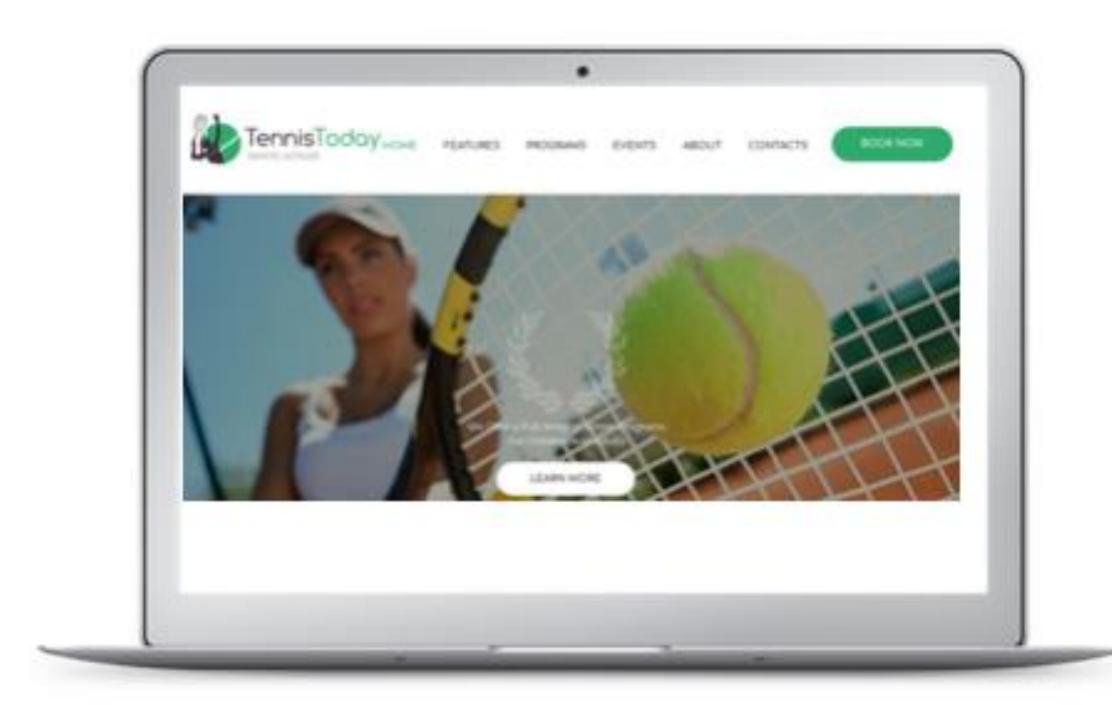
Bendigo Bank





IS YOUR WEBSITE TICKING THESE BOXES?

- 1. Fast, easy-to-use and simple 5 seconds test!
- 2. Explains what's in it for your visitor
- 3. Clear & inviting design
- 4. Mobile friendly
- 5. Each page has 1 single objective not confusing (CTA)
- 6. Obvious pathways & clear signposts to find the right information
- 7. Always evolving!



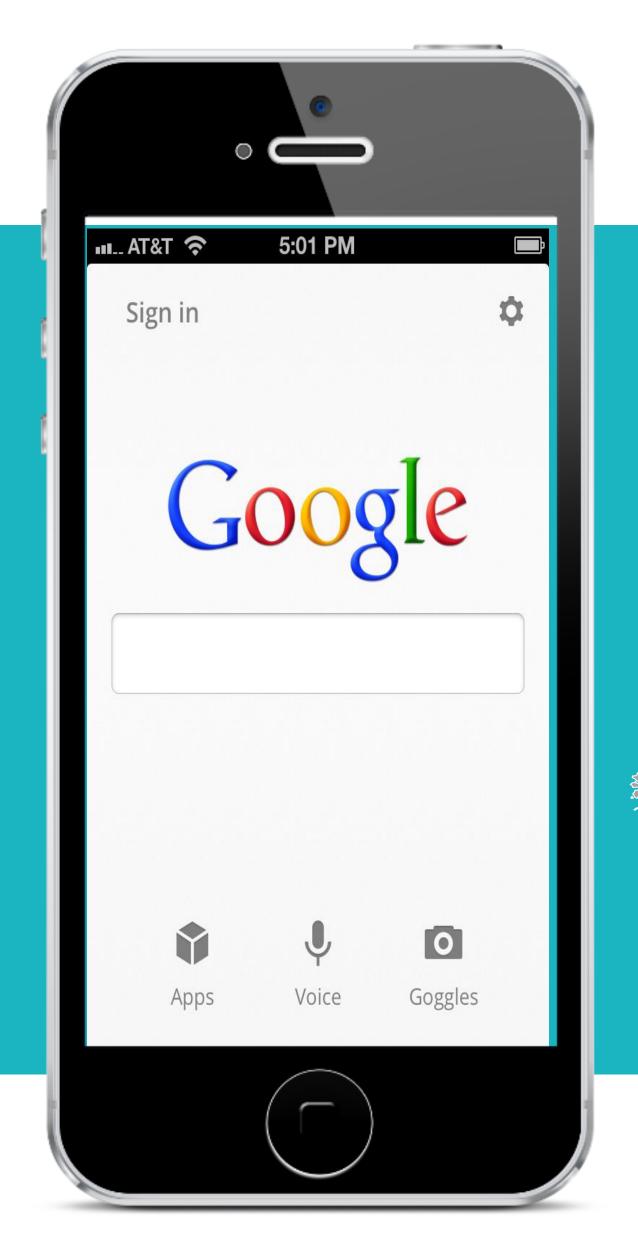
WEBSITE HEALTH CHECK TOOLS

Website Grader: https://website.grader.com/



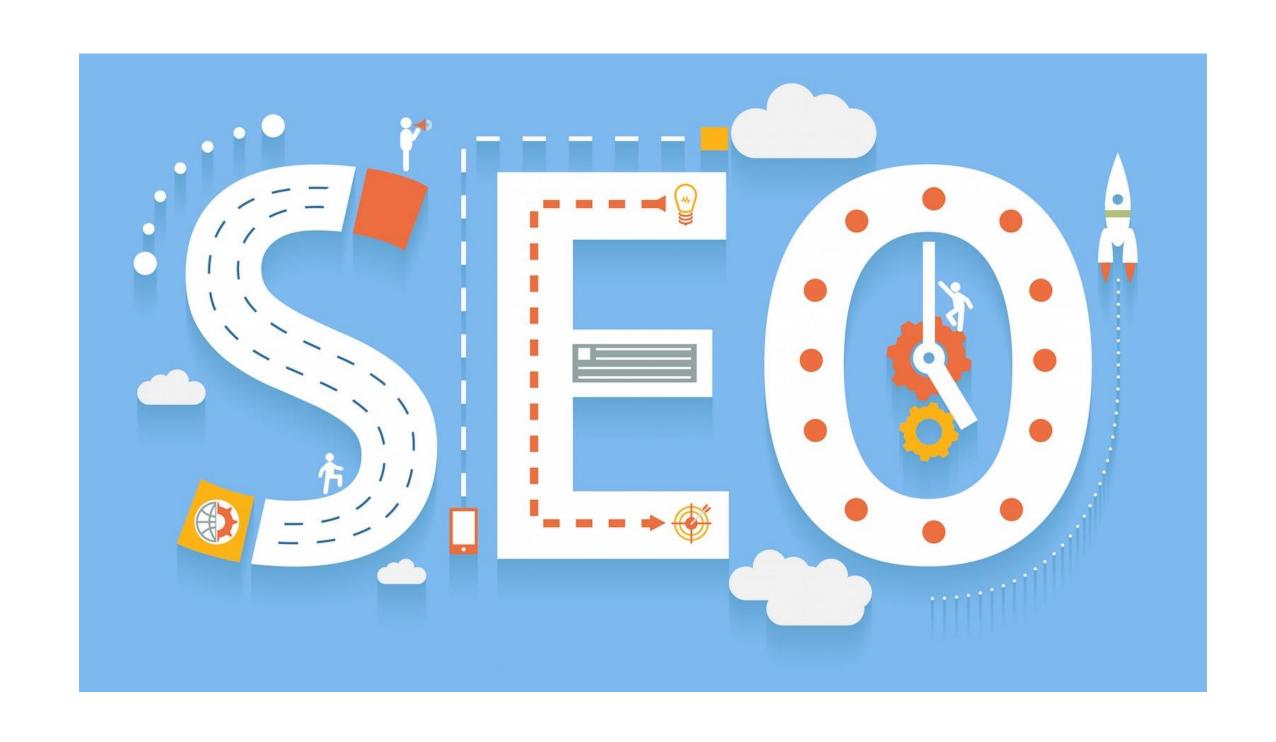
GETTING FOUND ONLINE

LOOKING FOR SOMETHING?



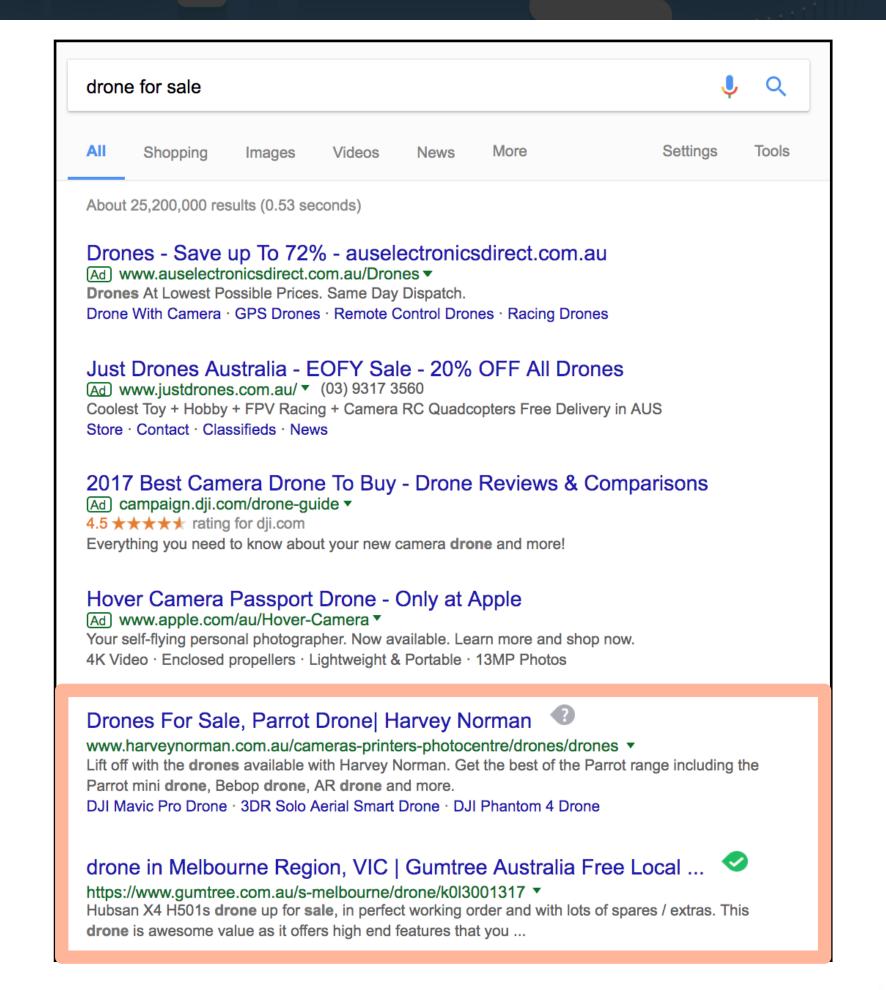


2 TYPES OF SEARCH MARKETING

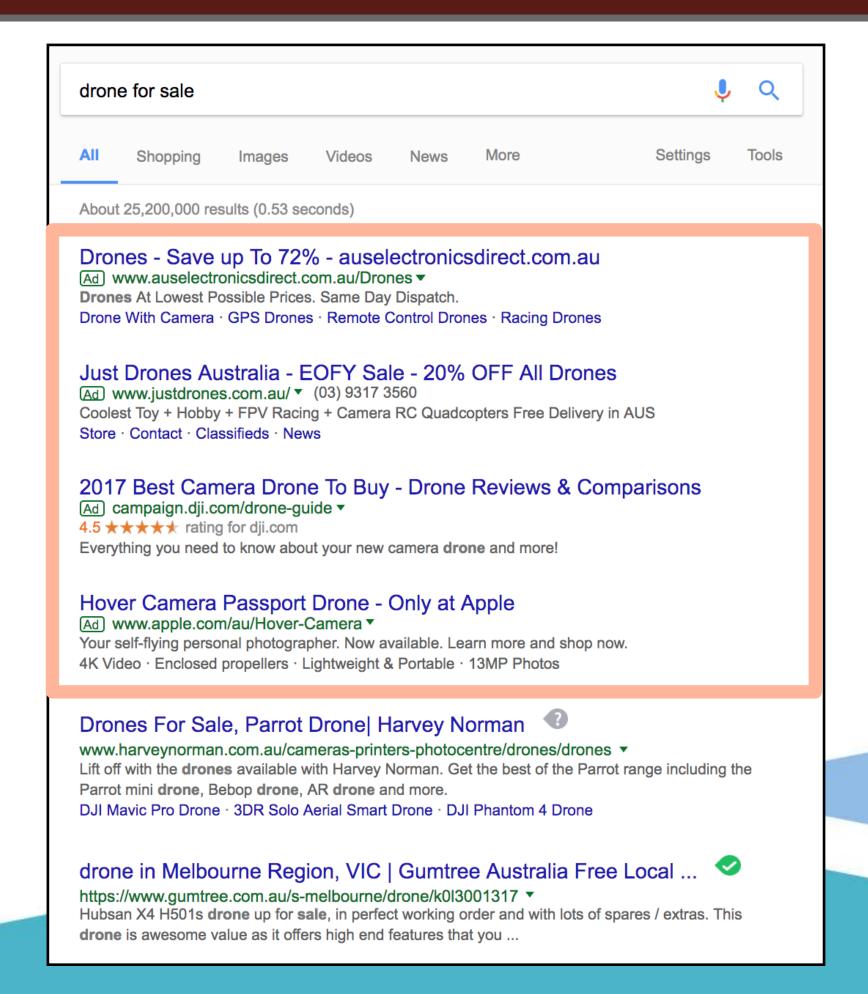




Organic / Free Search Results



Googlad Words Search Results

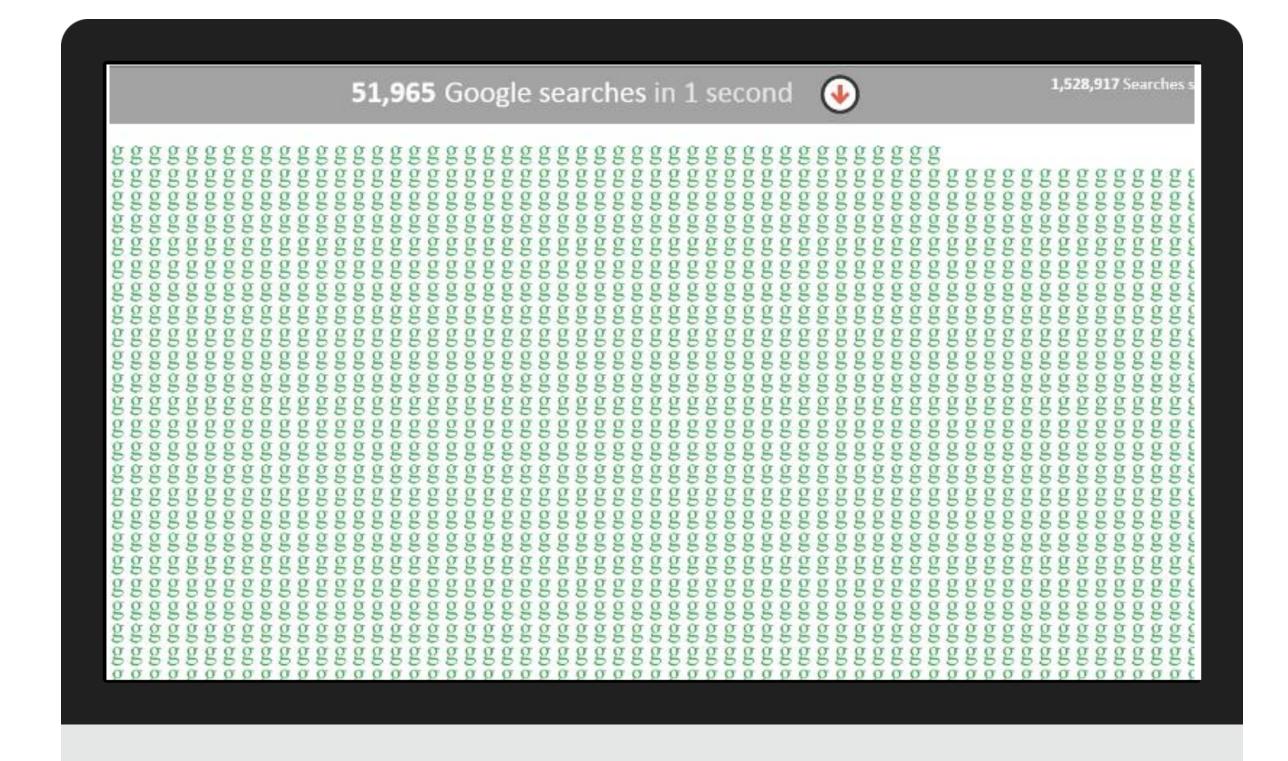




HOW GOOGLE WORKS

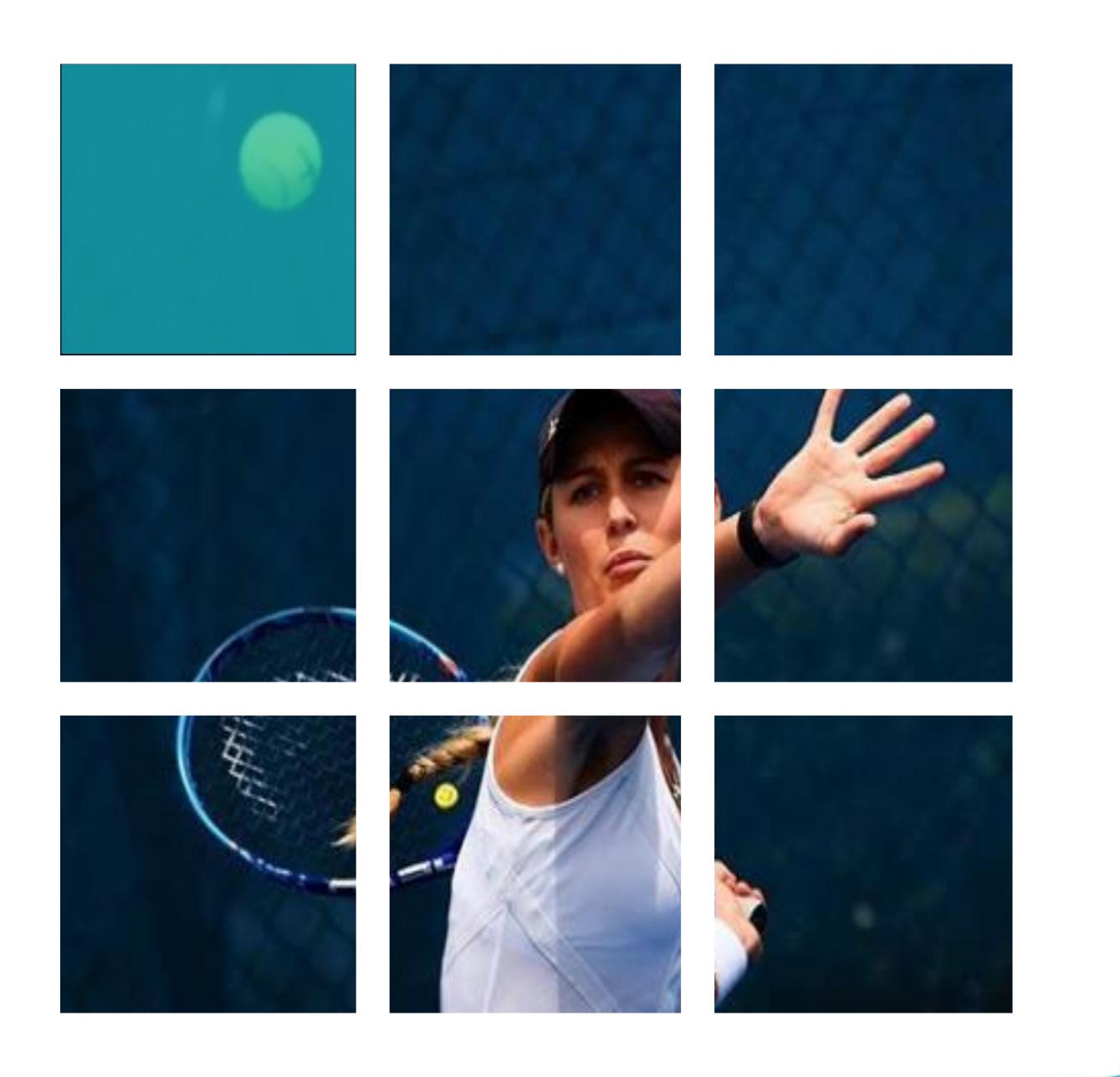
WHY SEO?

million SEARCHES PER second





IT'S ALL ABOUT PAGE 1



of clicks HAPPEN

ON PAGE ONE

Restaurants around Bay Street, Brighton, Melbourne - Urbanspoon ...

https://www.zomato.com > Australia > Melbourne ▼

Winter Dinner Special Monday & Tuesday Nights June - August 5pm-6:30pm 2 courses 39pp / 3 courses 49pp Inclusive of a glass of Vino. Today:.

The 10 Best Brighton Restaurants - TripAdvisor

https://www.tripadvisor.com.au > ... > Greater Melbourne > Bayside > Brighton ▼ ... See 4017 reviews of 127 Brighton restaurants and search by cuisine, price, location, and more. ... Sails on the Bay #1 of 212 Restaurants in St Kilda.

The 10 Best Port Melbourne Restaurants - TripAdvisor

https://www.tripadvisor.com.au → South Pacific → Australia → Victoria → Melbourne ▼
Port Melbourne Restaurants - Melbourne, Victoria: See 943 TripAdvisor traveler reviews of 943
restaurants in Port Melbourne and search by cuisine, price, and ...

The 30 Best Restaurants Port Melbourne - Dimmi

https://www.dimmi.com.au/restaurants-melbourne/...restaurants/port-melbourne-vic ▼
Find & book the best 30 restaurants in Port Melbourne, VIC 3207. Read reviews and menus, book online instantly, earn rewards. The Provincial Hotel, Mr ...

The 30 Best Restaurants Brighton - Dimmi

https://www.dimmi.com.au/restaurants-melbourne/bayside-restaurants/brighton-vic ▼
Find & book the best 30 restaurants in Brighton, VIC 3186. ... St Kilda. (8.4) from 1192 reviews. Italian;
Fine dining, Special occasion; \$95 average per person ...

Bay Street Grill & Pasta Restaurant, North Brighton - Menus, Reviews ...

https://www.dimmi.com.au/restaurant/bay-street-grill-and-pasta

Seduced by an Italian. Right next door to the Brighton Palace Theatre, Bay Street Grill and Pasta is perfect for a pre-show wine and antipasto or post-show coffee ...

Vivace

www.vivace.com.au/ ▼

Welcome to Vivace this Suburban Italian restaurant has a very classy and warm atmosphere, with soft and intimate lighting. ... 317 Bay St, Brighton.

Dining « Bay Street

www.baystreet.com.mt/dining/ *

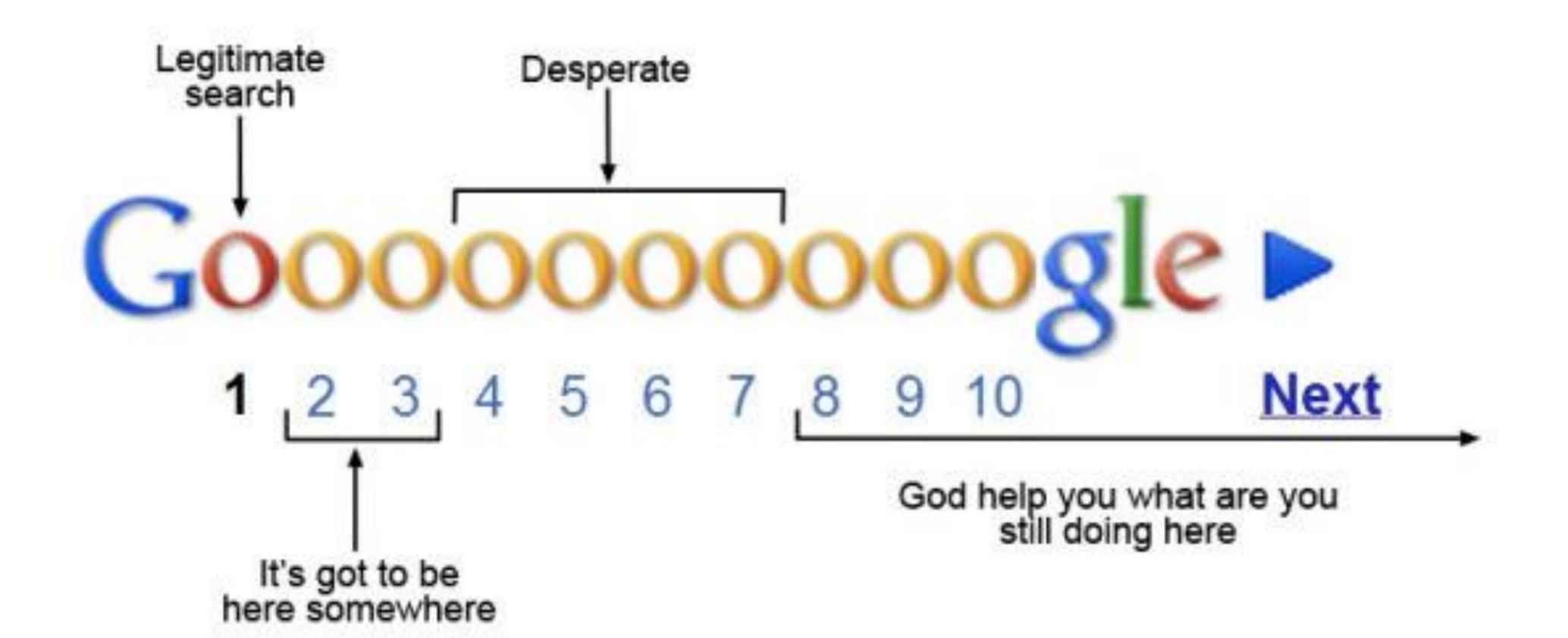
Whatever the occasion, you'll find a mouth-watering choice at **Bay Street**. Looking for family dining? All our **restaurants** offer children's menus and offer indoor ...

of clicks HAPPEN ON

Position 1 & 2

WHY SEO?

EKTLÍVÉTIL COM



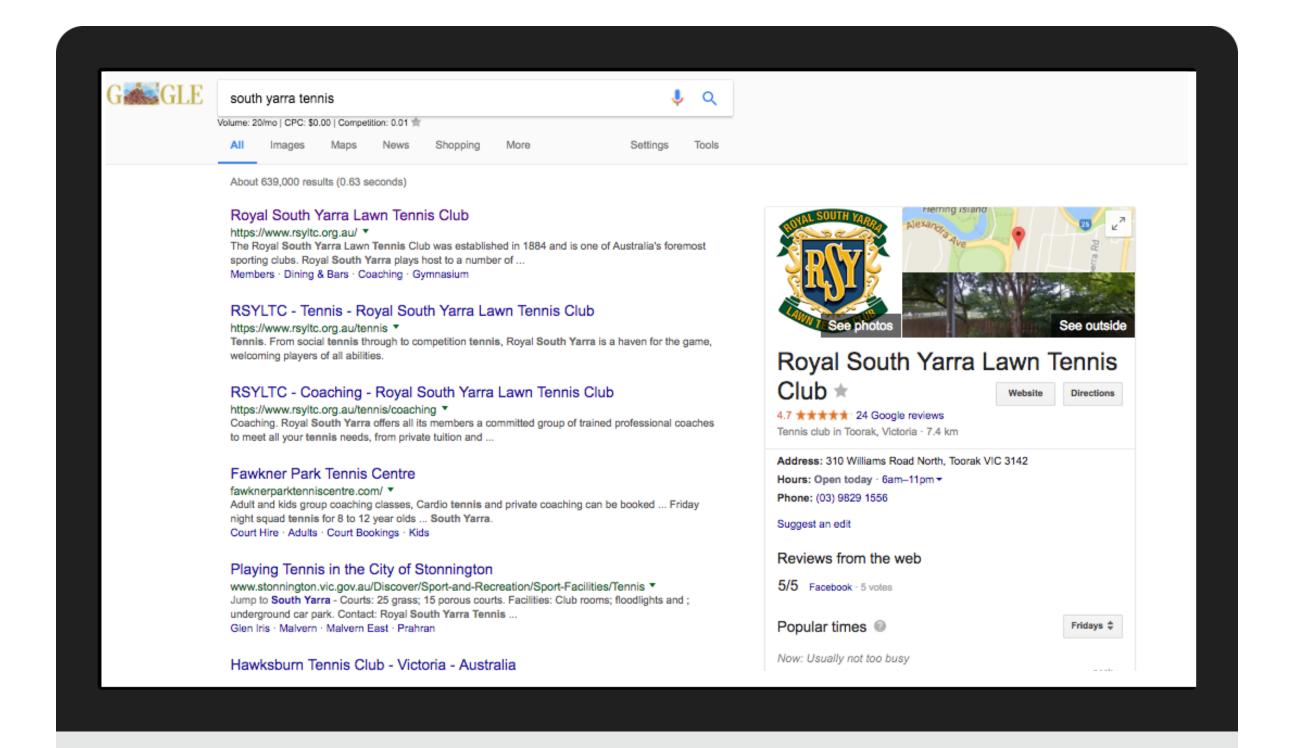


WHAT IS SEO?

WHAT IS SEO?

Search Engine Optimisation (SEO)

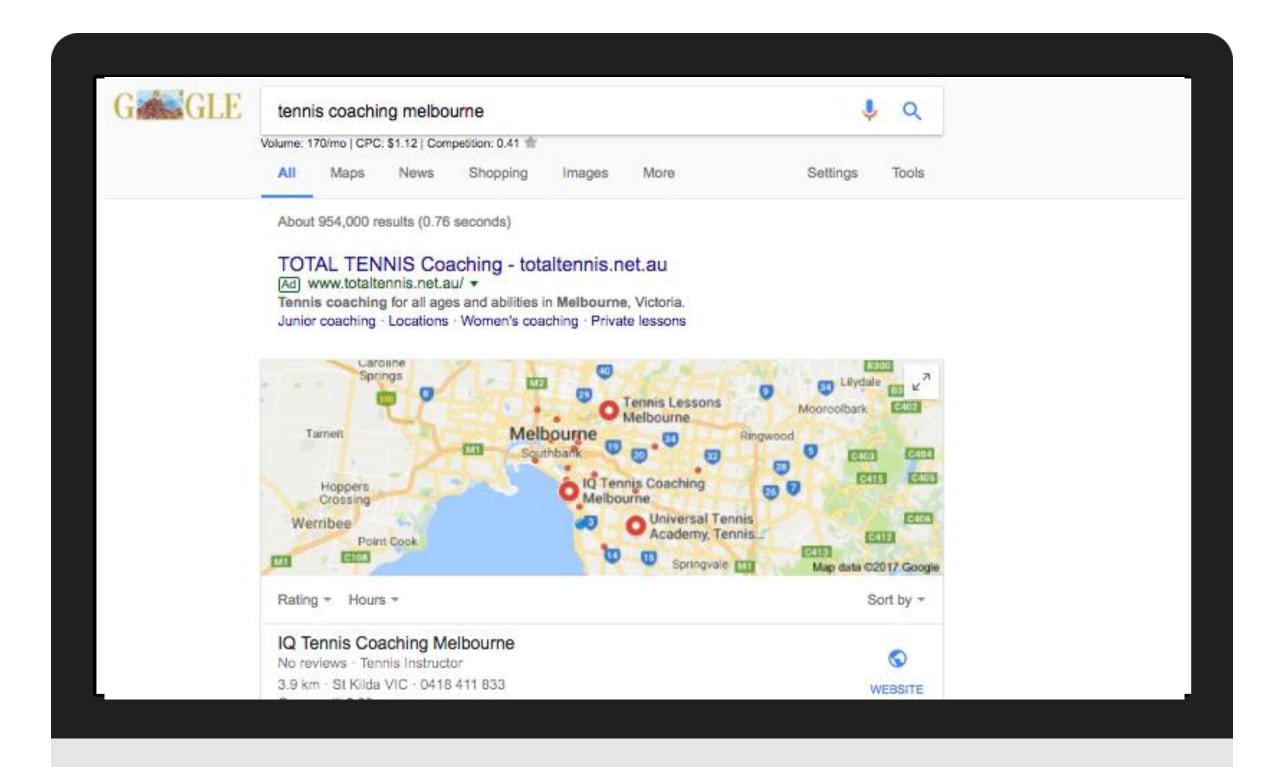
- The process of fixing your website to get the best possible results in the natural listings.
- 'organic' placement (i.e. not paid to Google)



WHY SEO?

A strong SEO strategy can lead to:

- Increased visibility for your brand
- Improvement in overall traffic figures
- Better-quality leads
- Improved conversion rates
- Reduced cost of sales



SEO: A MARATHON NOT A SPRINT





WINNING GOOGLE LOVE

WHAT DOES GOOGLE WANT

ALL ABOUT RELEVANT +

AUTHORITATIVE RESULTS
You have to ask the question... are the pages on your site

the best and most relevant results when a search is made? How can you build more 'authority'?

In comes SEO.



GETTING STARTED WITH SEO



QUICK WIN GOOGLE MY BUSINESS

GOOGLE MY BUSINESS

Google My Business is a free and easy-to-use tool for clubs to manage their online presence across Google, including Search and Maps.

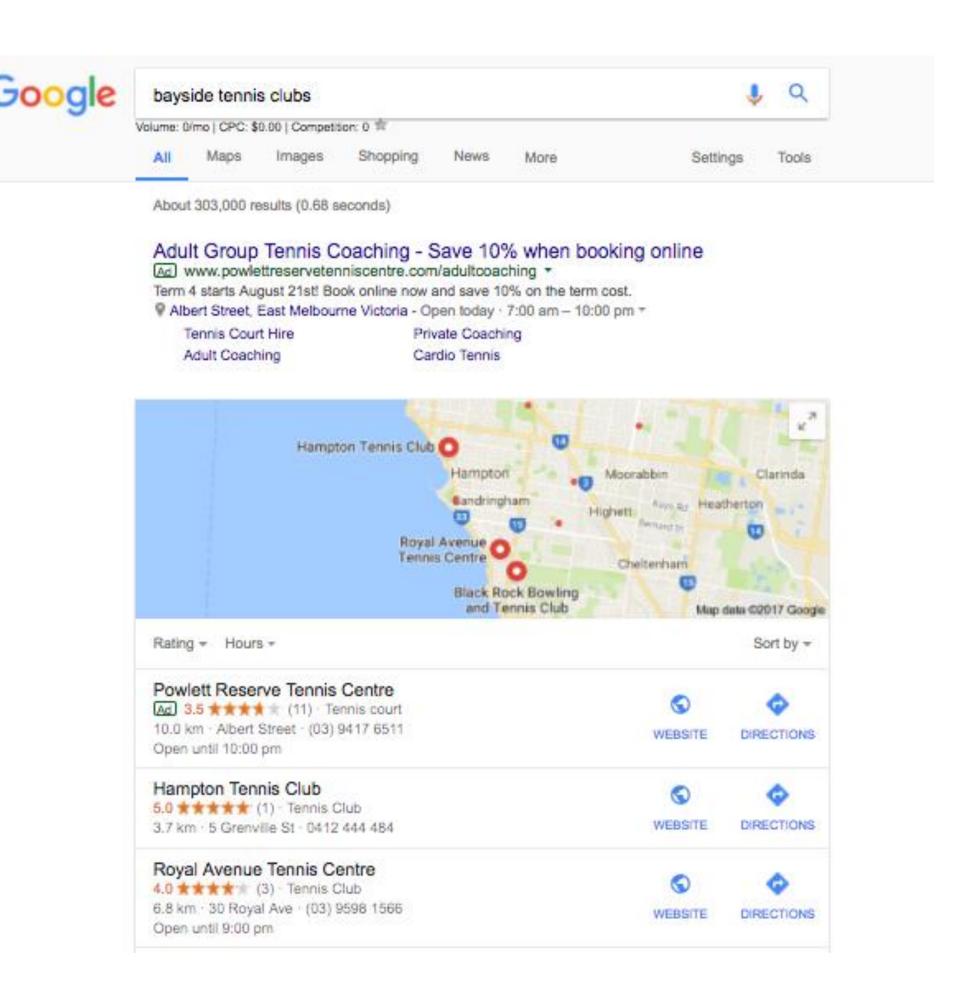
Makes it easy to create and update your listing — so you can stand out, and bring customers in.



GOOGLE MY BUSINESS

Puts your club info on Search, Maps and Google+ so that customers can find you.

No matter what device they're using.



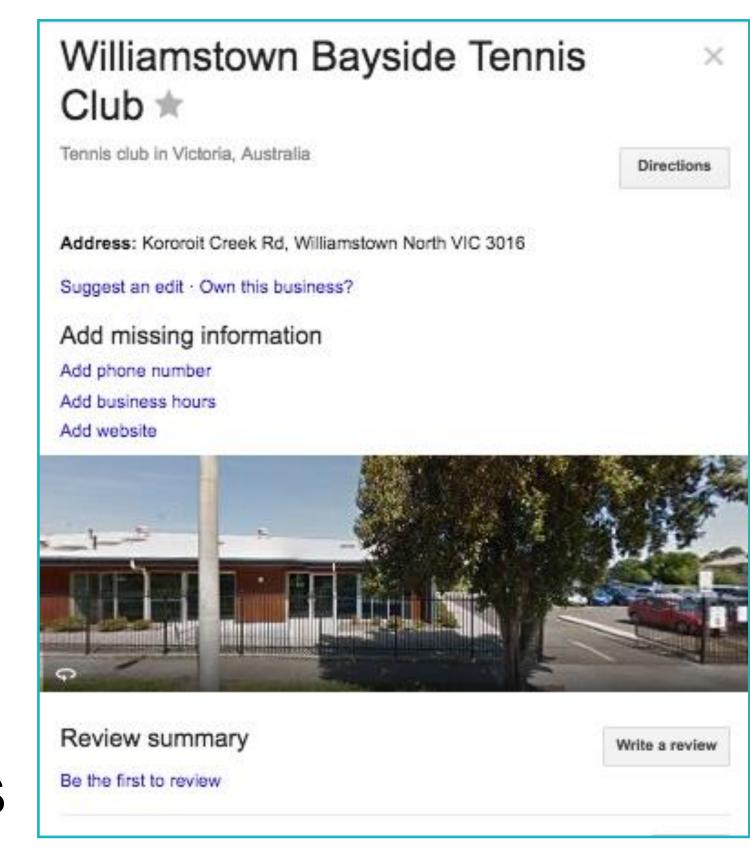
GOOGLE MY BUSINESS

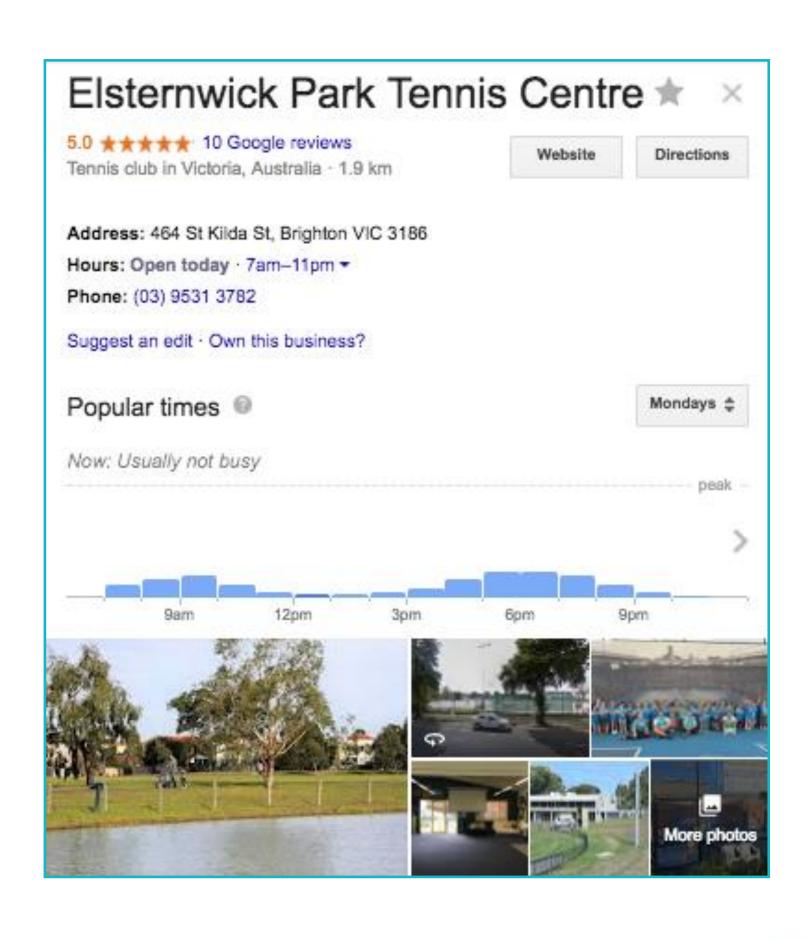
Not all listings are created equal.

Make it count by adding helpful and useful information.

Keep your listing fresh with new photos, opening hours and customer reviews.

Create your own at www.google.com/business







OPTIMISE YOUR SITE

SIMPLE SEO





MOBILE FIRST

GOOGLE'S MOBILE FIRST

- Google's mobile-first indexing.
- Unresponsive websites
 are now being penalised
 in Google's SERP



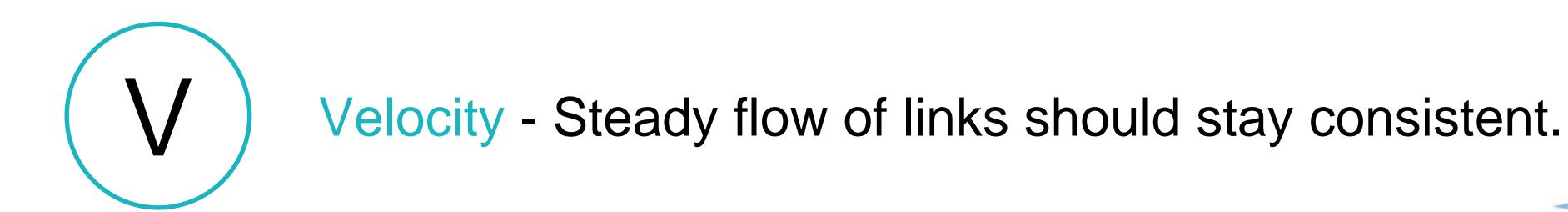


LINK BUILDING

OFF PAGE SEO - IT'S ALL ABOUT LINKS

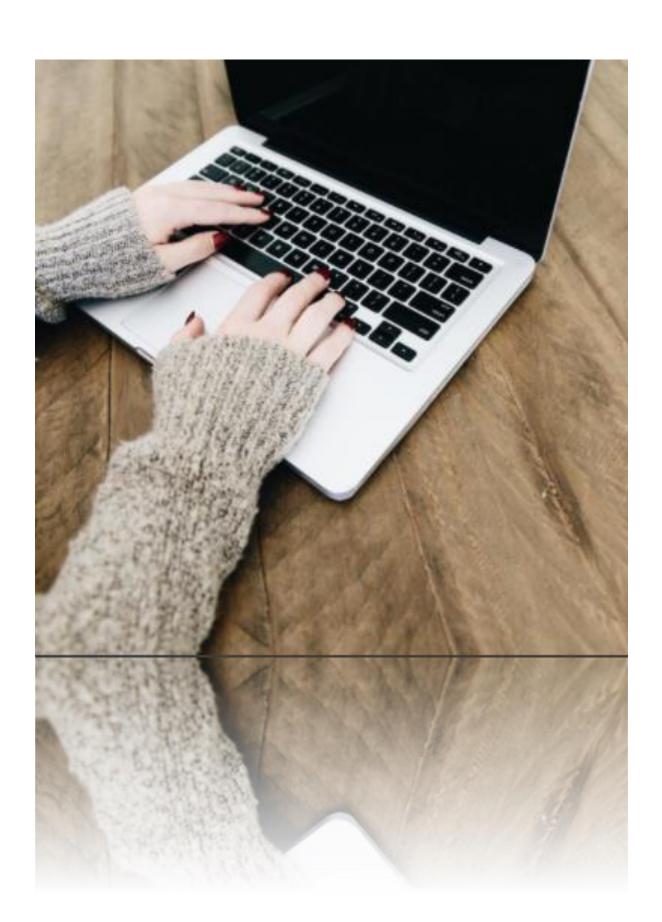






HOW TO BUILD THOSE LINKS?

- Think about opportunities to get content about the club featured and linking back to the site.
- Local newspapers
- Council website
- Sporting directories
- Sponsorships
- Coaches websites
- Schools websites
- Local sporting bloggers
- Local directories





TAKEAWAYS

- MOBILE IS KING
- 5 Rules that makes a good website
- Importance of SEO
- Simple steps to SEO success
- Google My Business
- Mobile friendly website
- Link Building



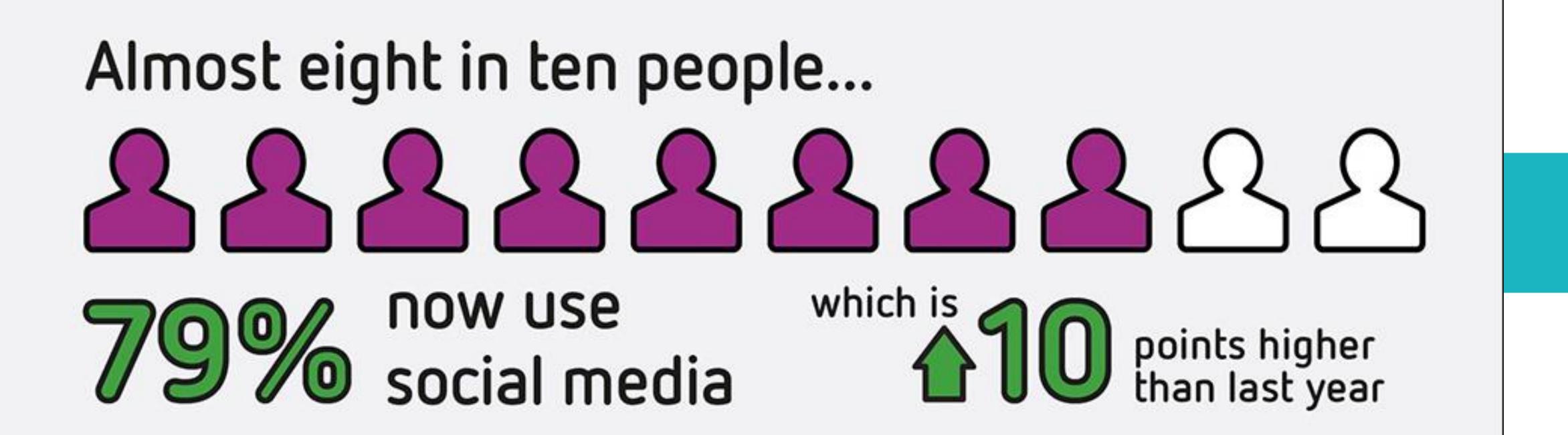
IT'S ALL ABOUT THE CONNECTION

- Facebook isn't a sales platform.
- It's a platform designed for storytelling and building relationships.
- It's for sharing content that people find valuable, entertaining and/or informative.
- It's a place where clubs can create a genuine relationship with customers.
- It's all about connections, community & culture over commerce.
- 56% of people will UNFOLLOW salesy or boring brands.

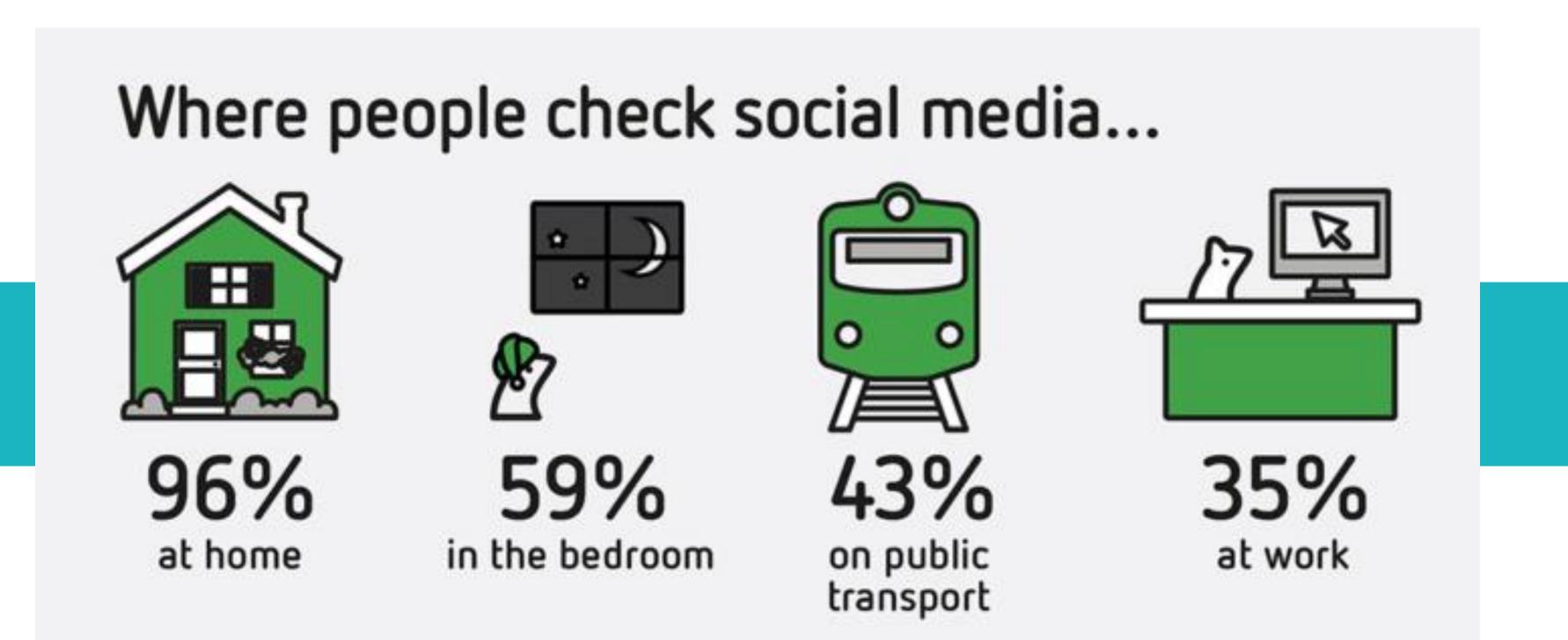


SOCIAL MEDIA HABITS 2017

SOCIAL MEDIA FUNDAMENTALS



SOCIAL MEDIA – WHERE?



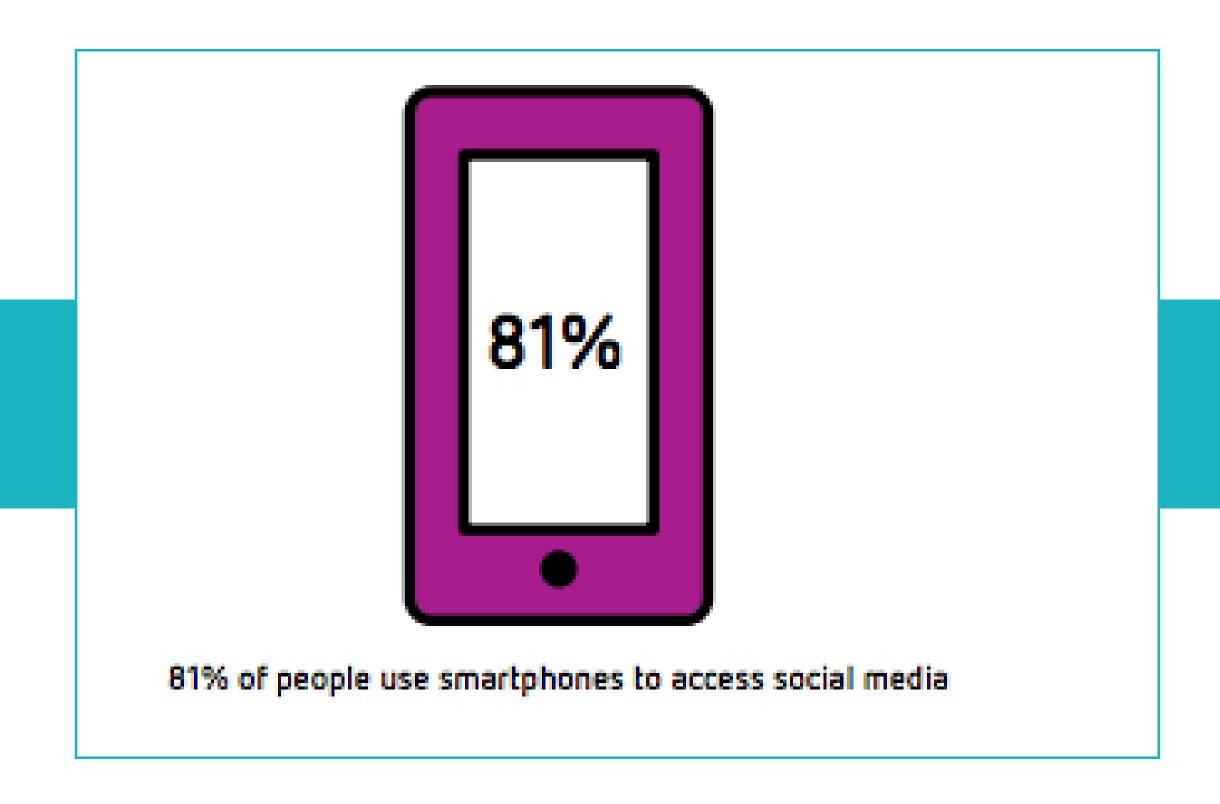
SOCIAL MEDIA – WHERE AT HOME?

nere we socially network at home						
84%	Lounge/living room					
59%	Bedroom					
34%	Kitchen					
20%	Study					
14%	Bathroom					
12%	Toilet					

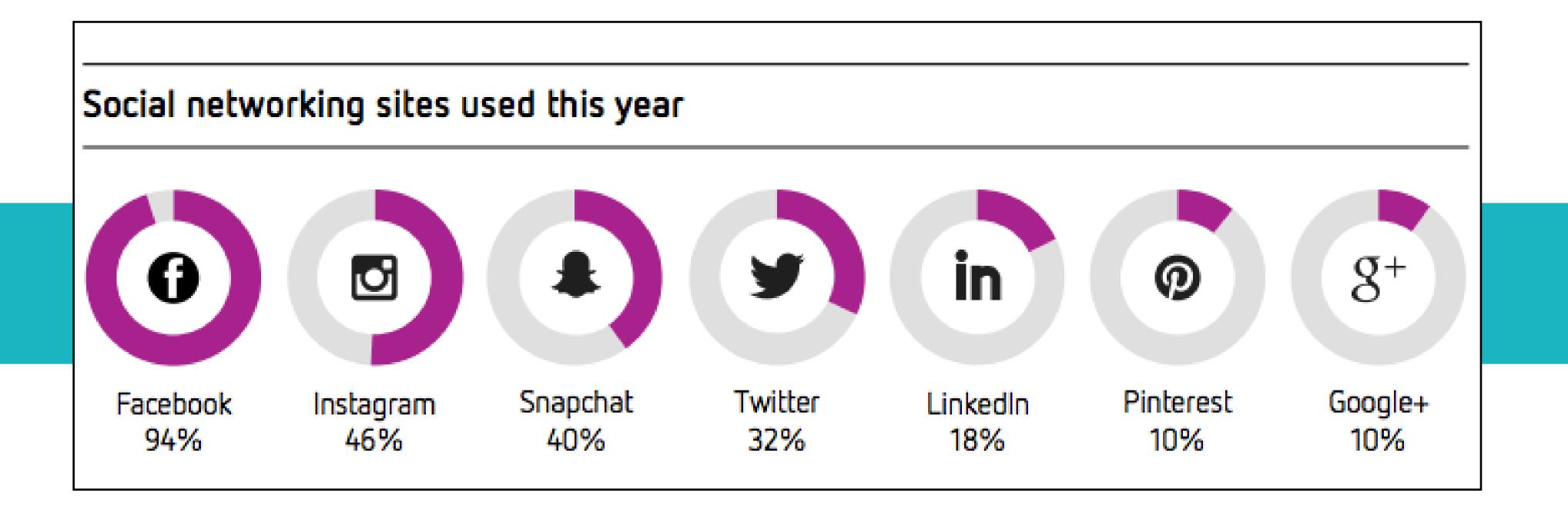
SOCIAL MEDIA – WHEN?

hen we socially network					
71%	In the evening				
57%	First thing in the morning				
47%	Lunchtime				
47%	Breaks				
39%	Last thing before I go to bed				
21%	During work				
18%	Commuting				

SOCIAL MEDIA IS A GAME OF PHONES



WHAT PLATFORMS ARE WE USING?



DEMOGRAPHICS BY PLATFORM

Social networking sites used	Male	Female	18-29	30-39	40-49	50-64	65+
Facebook	91%	97%	94%	99%	90%	94%	91%
LinkedIn	22%	14%	10%	22%	22%	25%	9%
Instagram	50%	41%	81%	56%	35%	16%	9%
Google+	11%	10%	4%	9%	15%	16%	12%
Twitter	35%	28%	70%	20%	15%	17%	13%
Snapchat	43%	36%	77%	49%	25%	10%	4%
YouTube	60%	43%	75%	45%	54%	37%	26%



FACEBOOK IS KING

FACEBOOK

- Social Media Royalty most widely used platform across all ages and genders
- 90% of FB daily users access on mobile
- Just about everyone is on there (62% of Australian population)
- Facebook advertising targeting capabilities are out of this world.
- Clubs will need to have a page to advertise.



FACEBOOK – IT'S ALL ABOUT THE NEWSFEED

- The goal of the news feed is to show everyone the right content at the right time so they don't miss anything
- Typical user has 1,500+ stories that could be shown in their news feed
- Facebook algorithm decides what posts to show and it what order
- Based on over 100k factors including trending topics, post popularity, likes and comments and who you interact and engage with regularly
- Average page gets around 2% reach organically



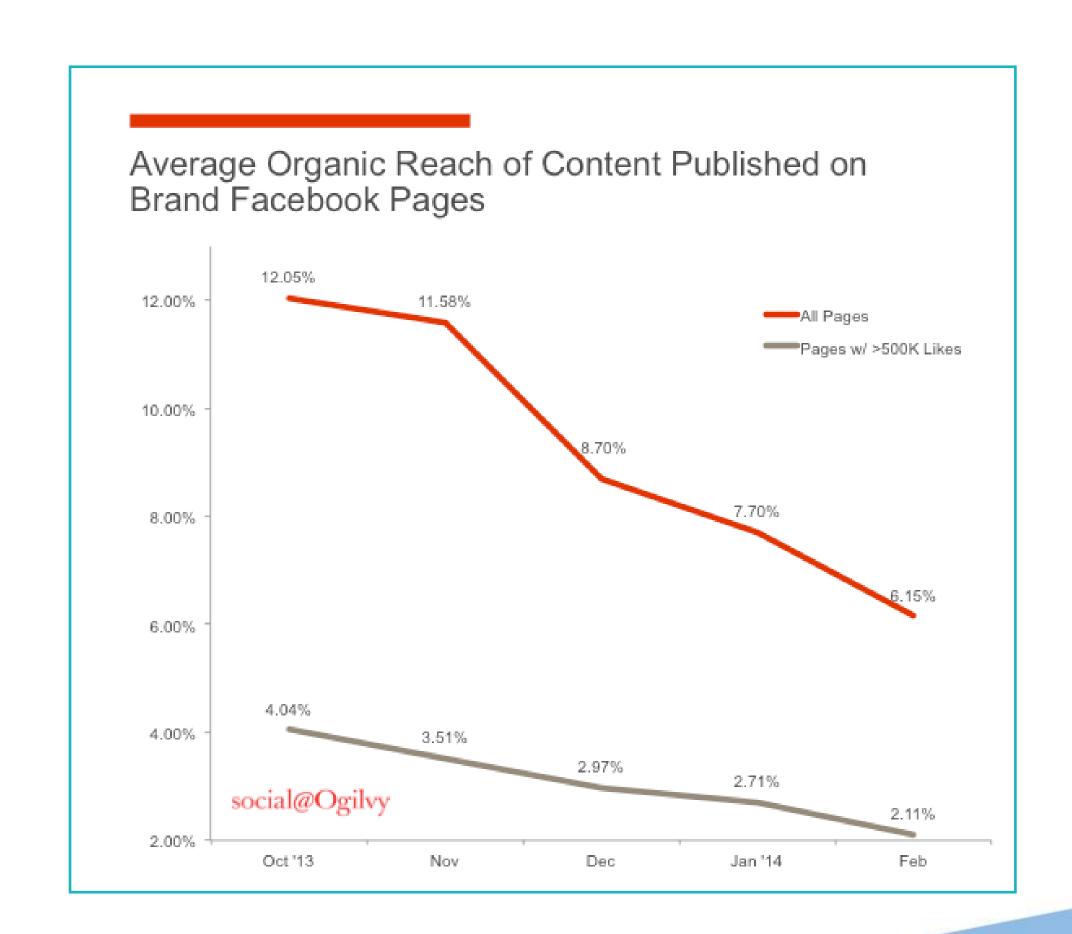
AVG. ORGANIC REACH OF CONTENT PUBLISHED ON FB BRAND PAGES

The days of free and easy reach are gone.

These days, only 1-2% of people who 'like' your page actually see your content. Why? Well, Facebook got busy.

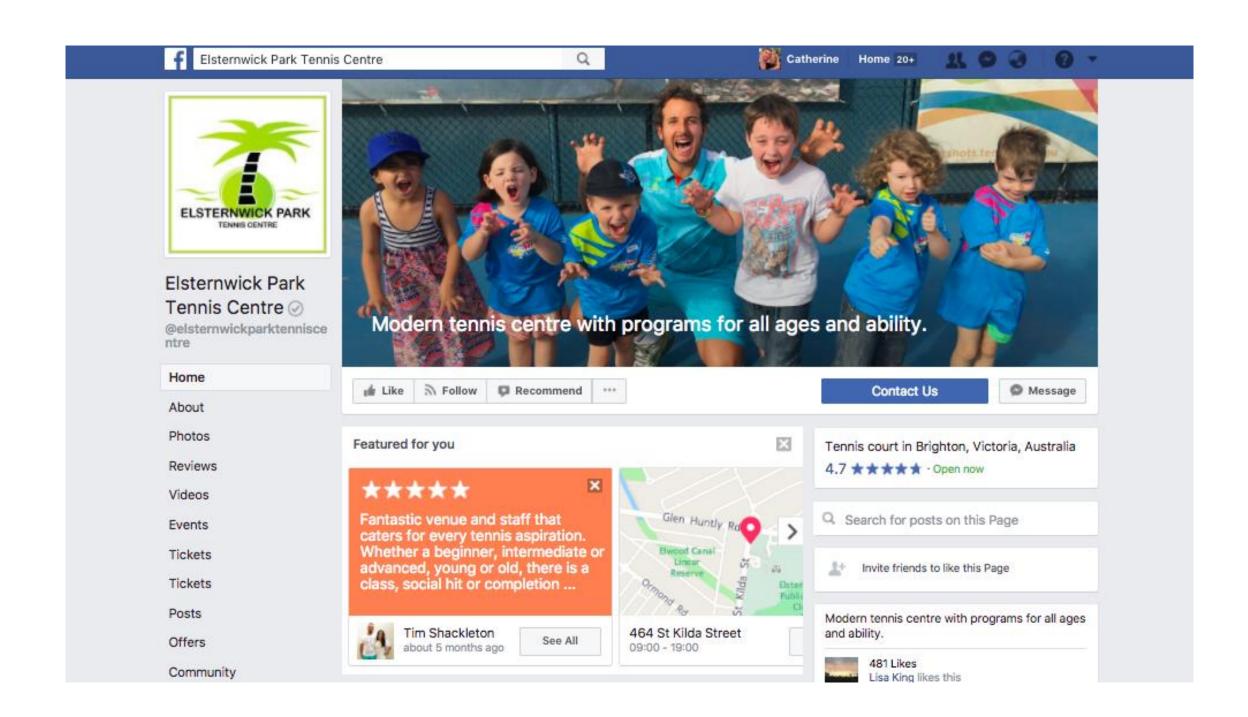
In just one year 2015 to 2016, over 10 million new businesses joined Facebook. You need to work harder & smarter to get attention.

Or pay to play (boost or advertise)



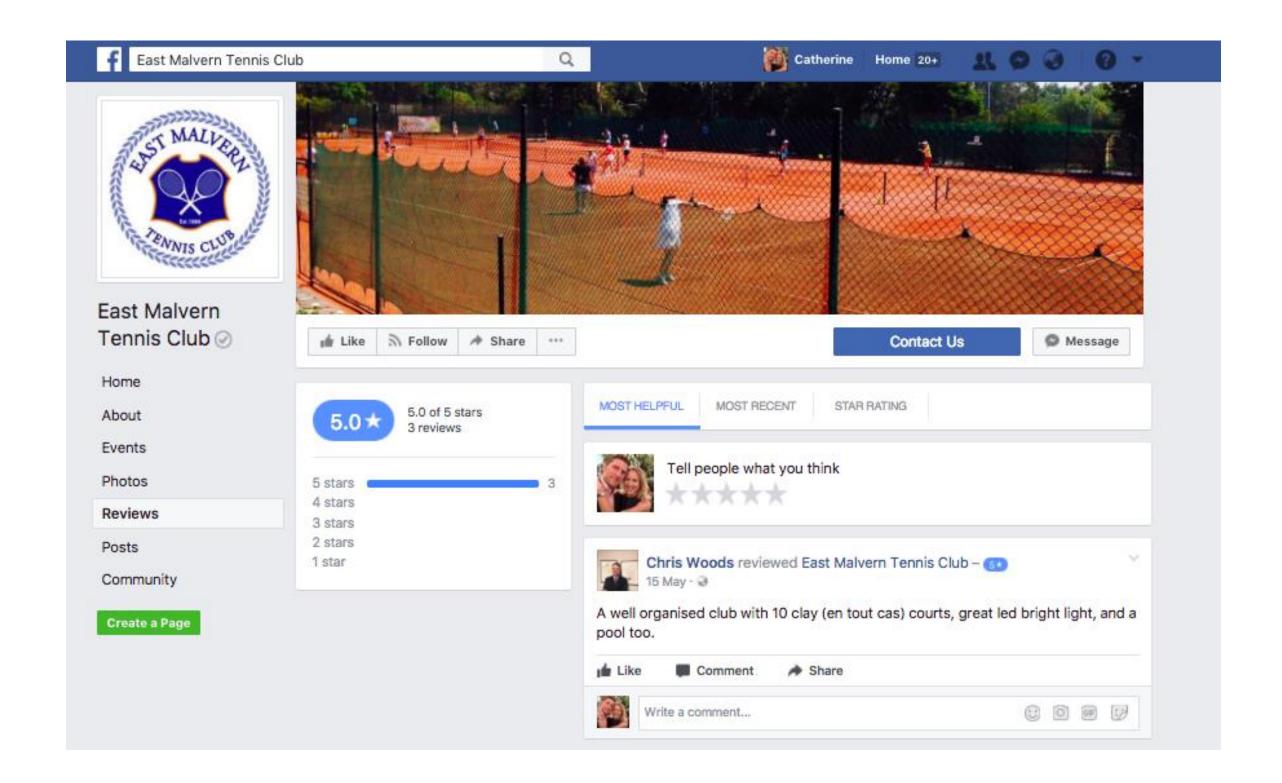
SHOULD CLUBS HAVE A PAGE?

- It's a no-brainer for a club to have a page.
- If you have an active Facebook account, it will show up in Google searches.
- People will click on the link and can start checking you out to find out more about you.
- Could be a good short term alternative to update your Facebook page if your website is back in the dark ages.
- Make sure you complete your profile as fully as possible with quality images, a profile, contact details.
- Even if you don't build a following you'll create visibility and a good first impression.



QUICK WINS

- Quick win 1: work on a review strategy: Get people leaving positive reviews about you on your page - leaves a good first impression.
- Quick win 2: encourage the community to spread the word and check-in, tag and post a photo on their feed.





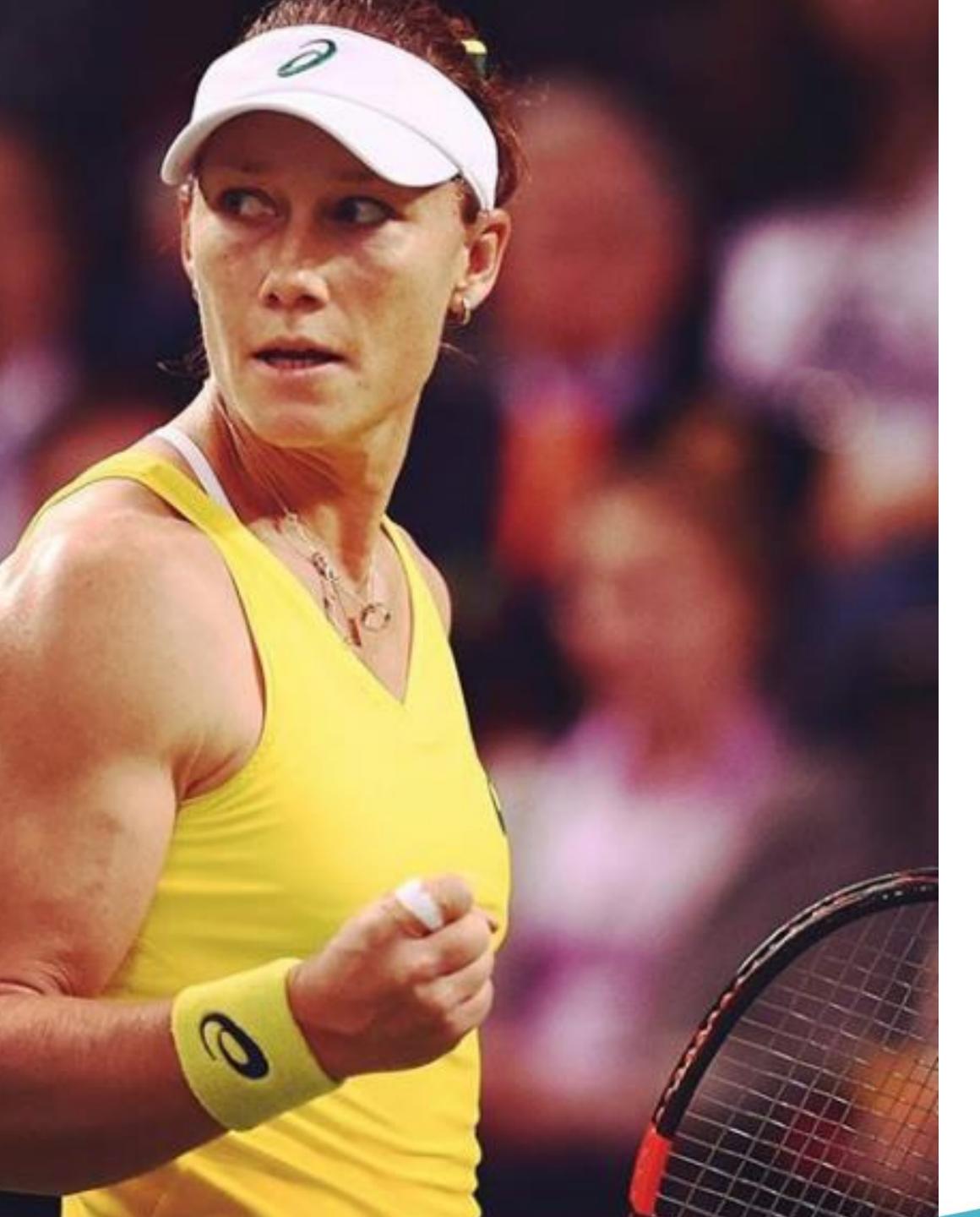
GROUPS

GROUPS

common interest.

- Groups exist for anything and everything
 wherever people want to connect over
- A great way to manage communities and build engagement
- A place for people to share their common interests and opinions
- Hosted by you but users can ask advice, share opinions, discuss issues, post photos and content
- Clubs can also join groups, comment and add value - be helpful, don't sell!





BEGINNERS GUIDE THE BOOST

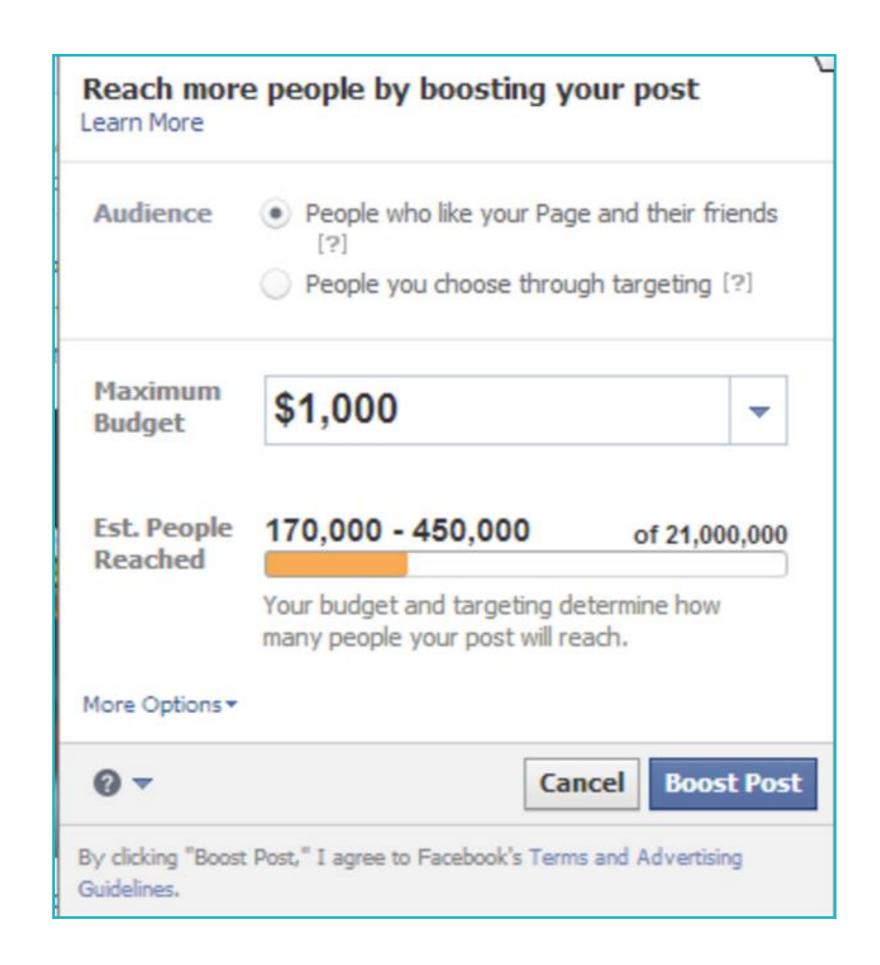
TIPS TO PAID SOCIAL:

- Test your posts organically before you make them paid - sends Facebook signpost that it's good content.
- Don't make any ads too salesy.
- Don't advertise just for awareness drive action!
- The "Boost" is a good place to start.
- You can experiment with a small budget. (\$30+)
- Promote your best content
- Be patient it can take time to see results
- Keep an eye on your insights and optimise

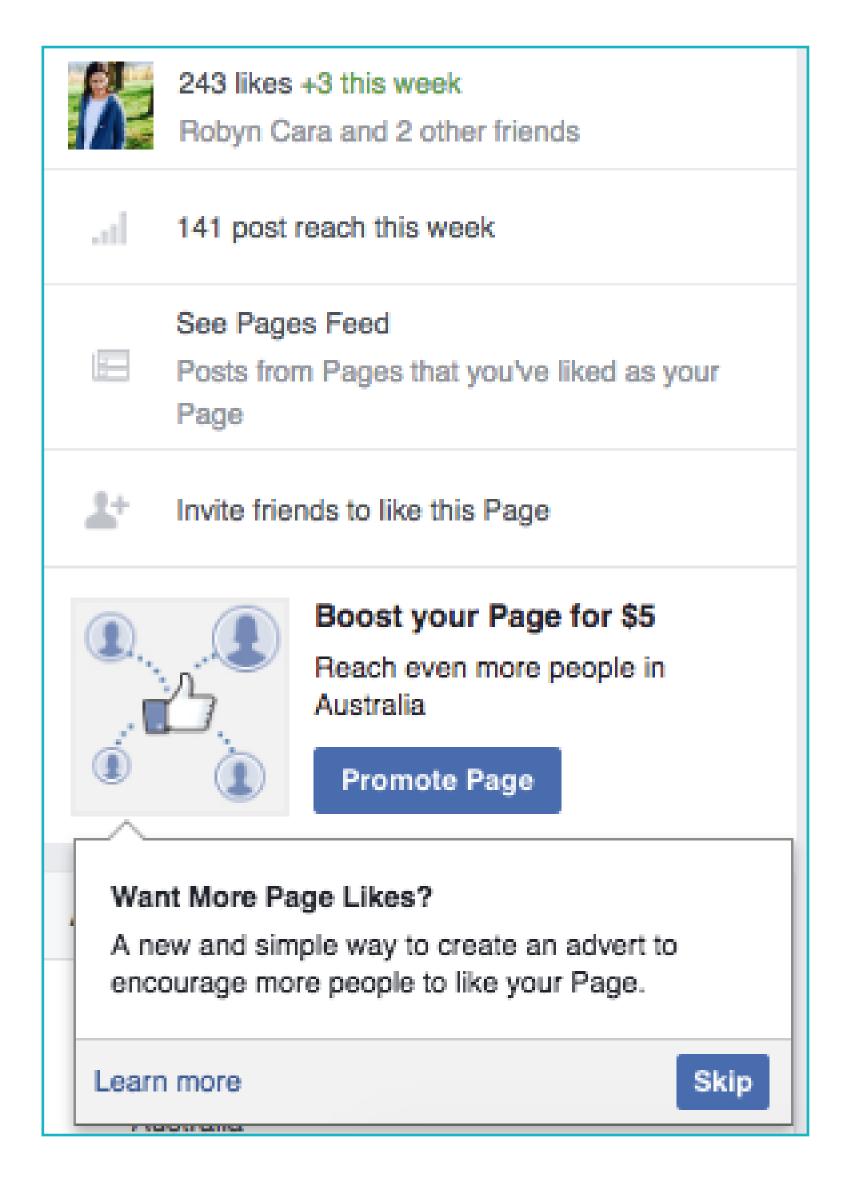


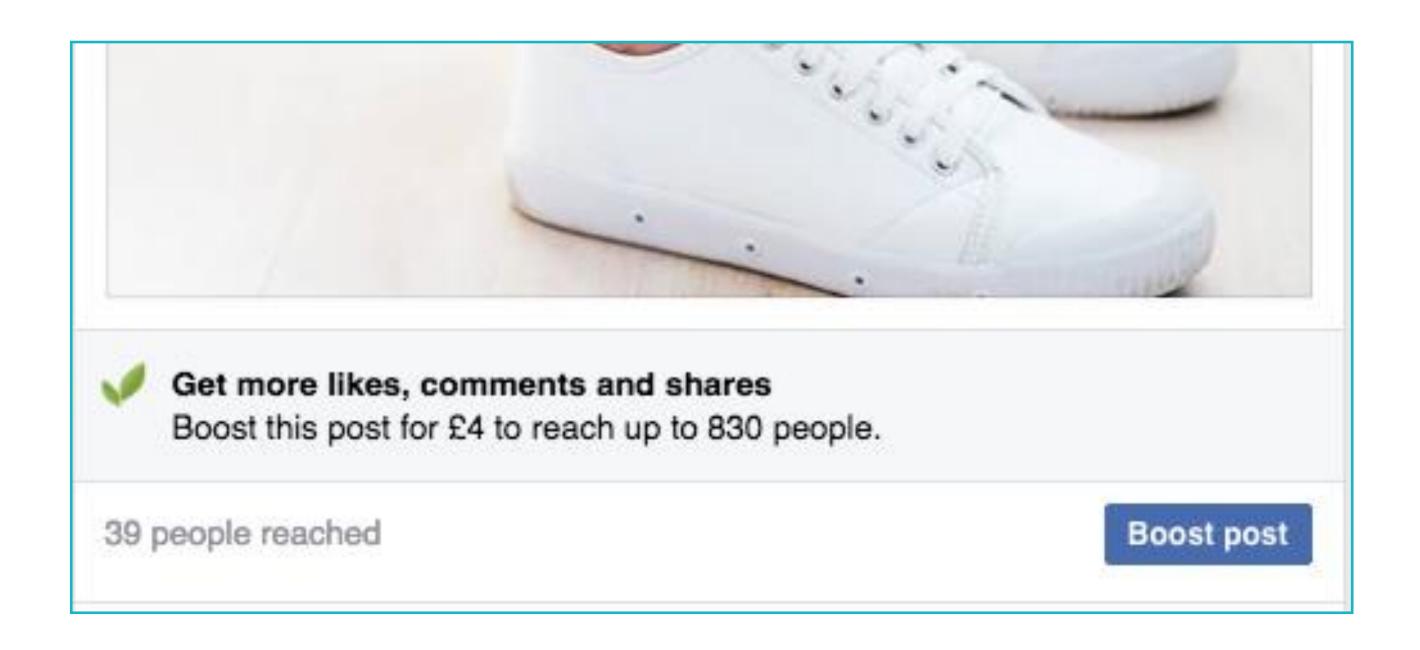
FACEBOOK: THE BOOST

- This is the most basic form of Facebook advertising you can do.
- Because organic reach is so low you get the option to 'boost' your posts out to reach more people.
- More page 'fans', or their friends, or an audience you choose.
- Boost only the best posts
- Pick helpful posts, content that gets you sign ups

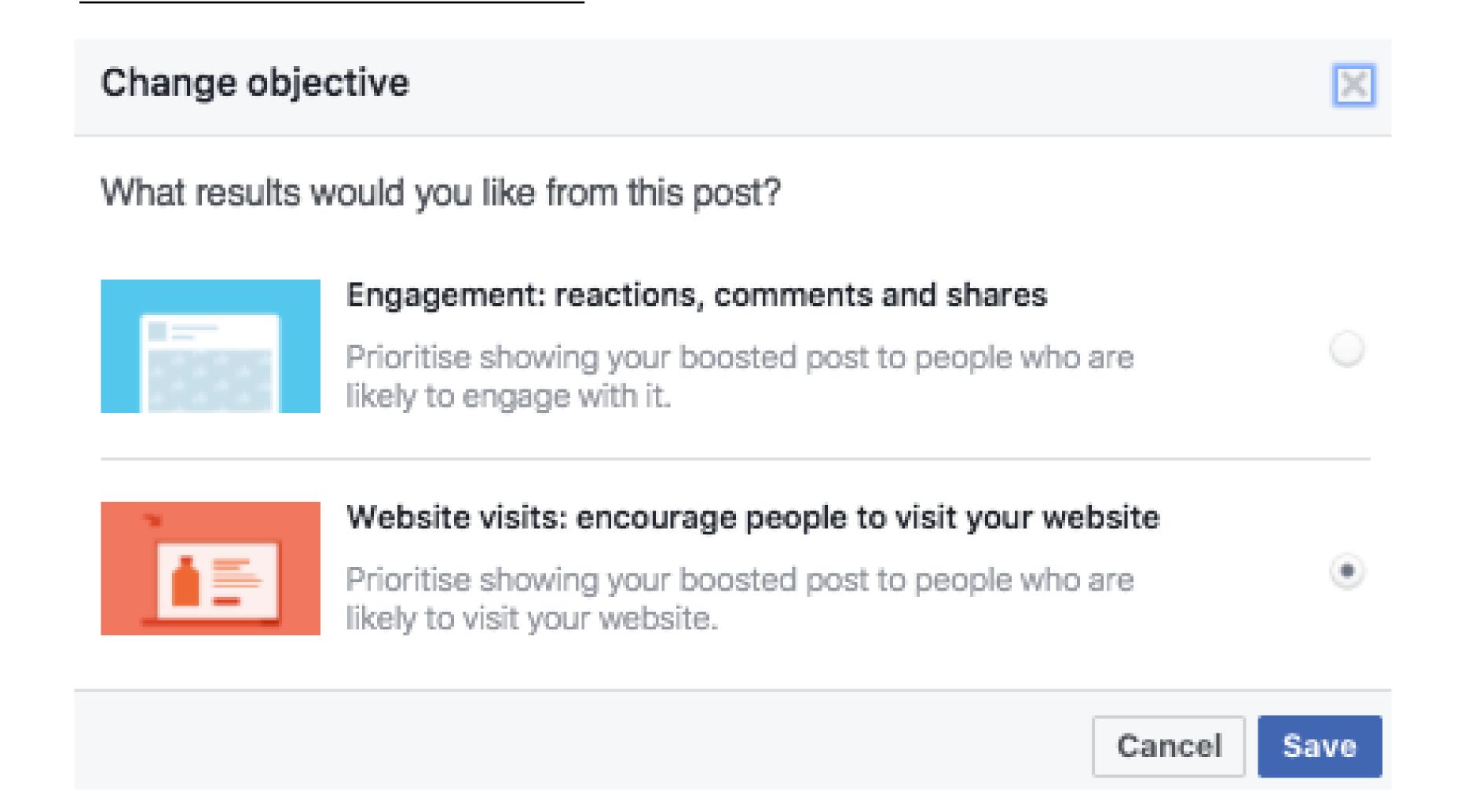


WHAT CAN YOU BOOST?





CHOOSE YOUR OBJECTIVE



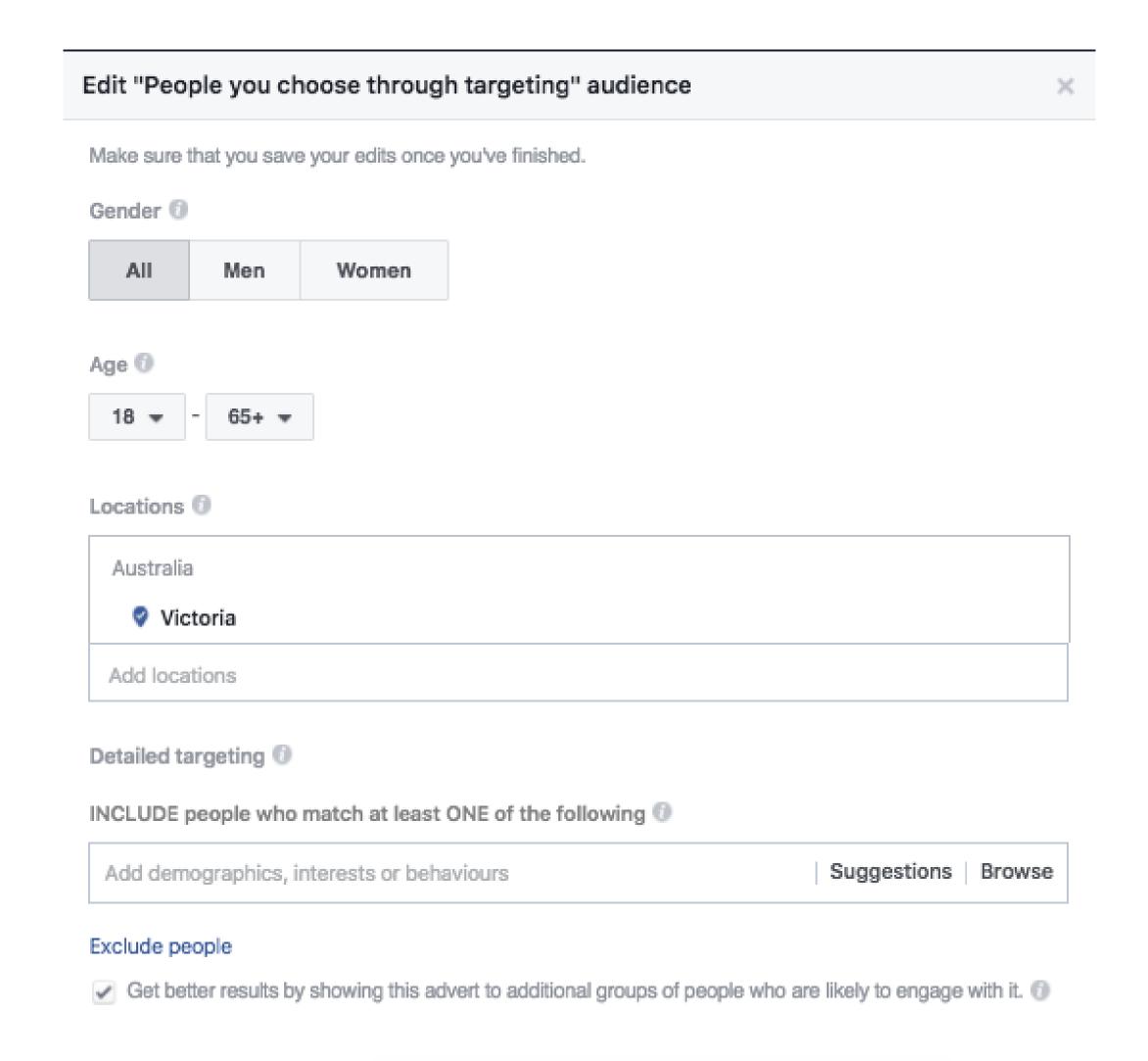
CALL TO ACTION

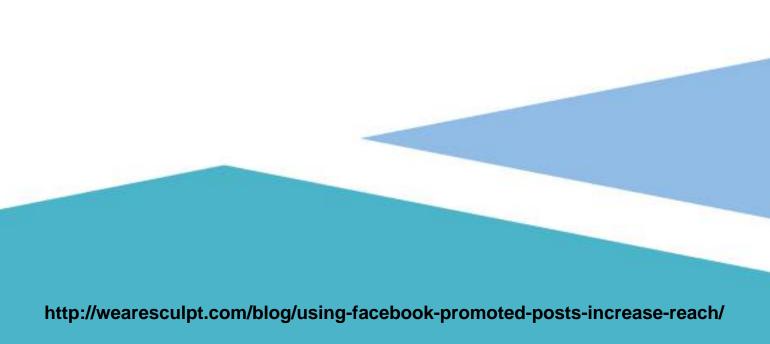
POST BUTTON (Optional) Add a button to your post 1 Learn More ▼ the link in your post. No Button Shop Now Book Now ✓ Learn More se through targeting Edit Sign Up Get Directions in: Australia: Victoria Send Message



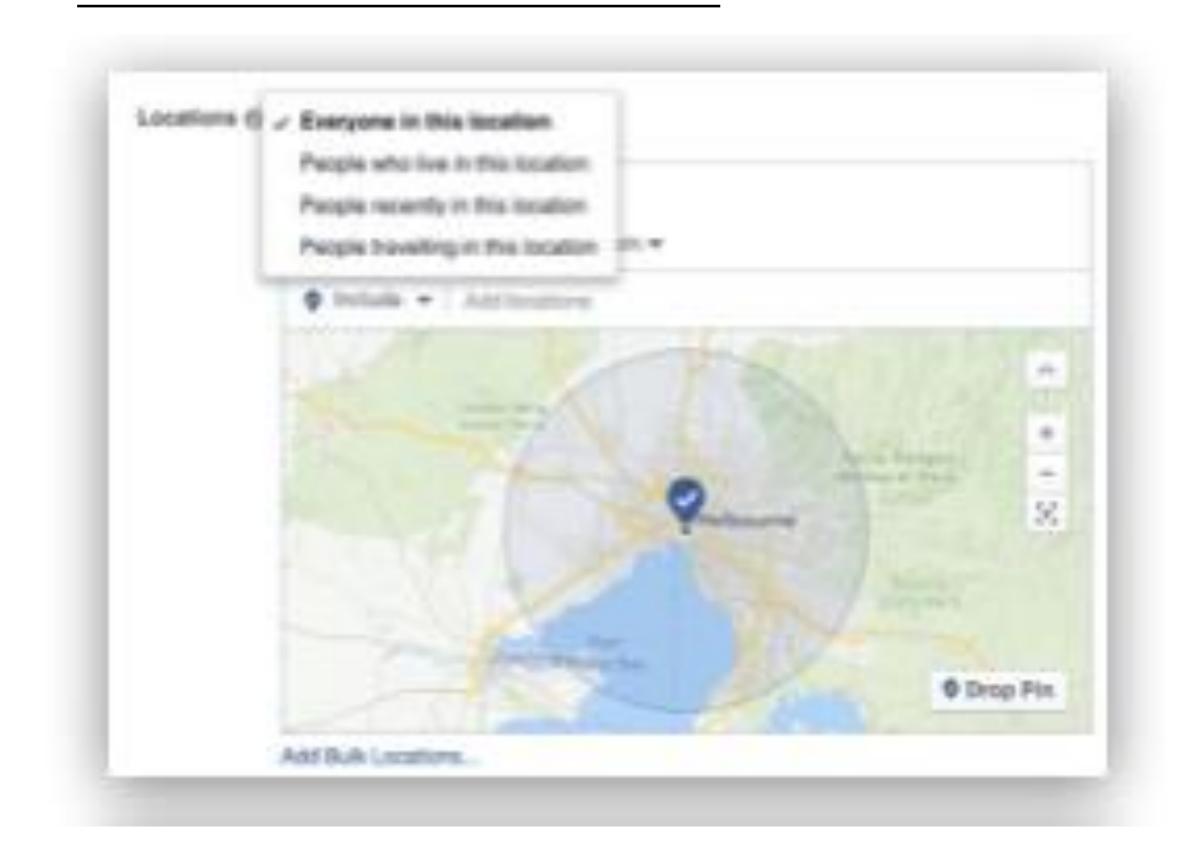
FIND YOUR PEOPLE

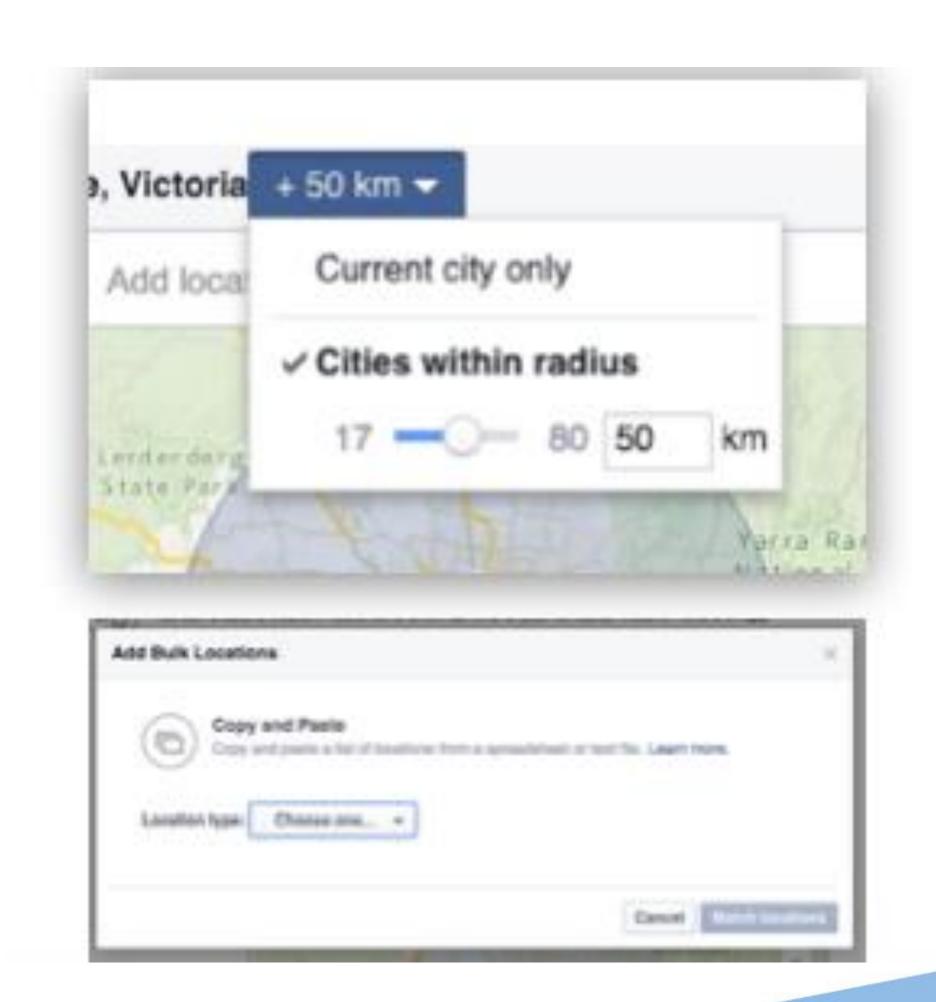
AUDIENCE TARGETING



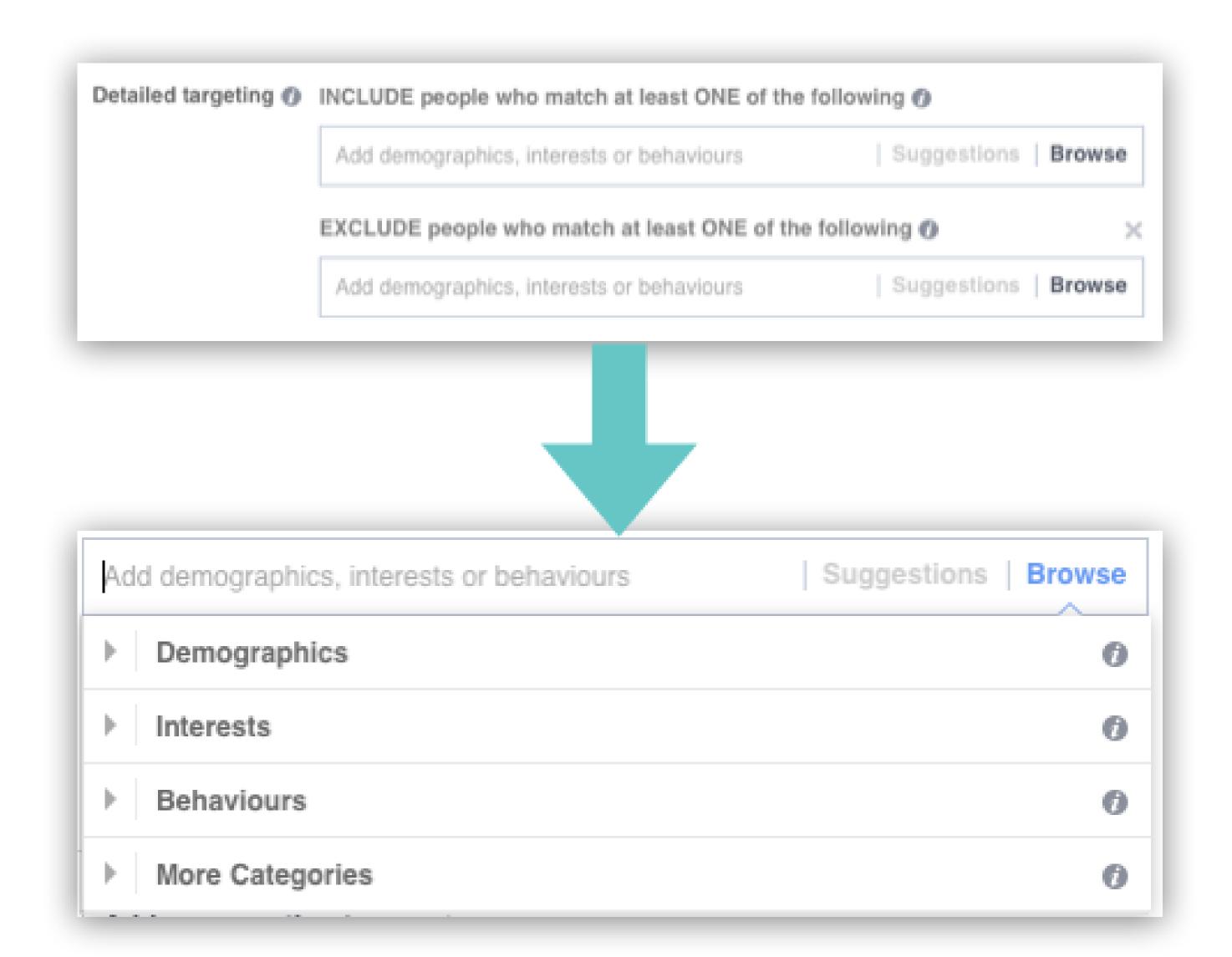


LOCATION TARGETING

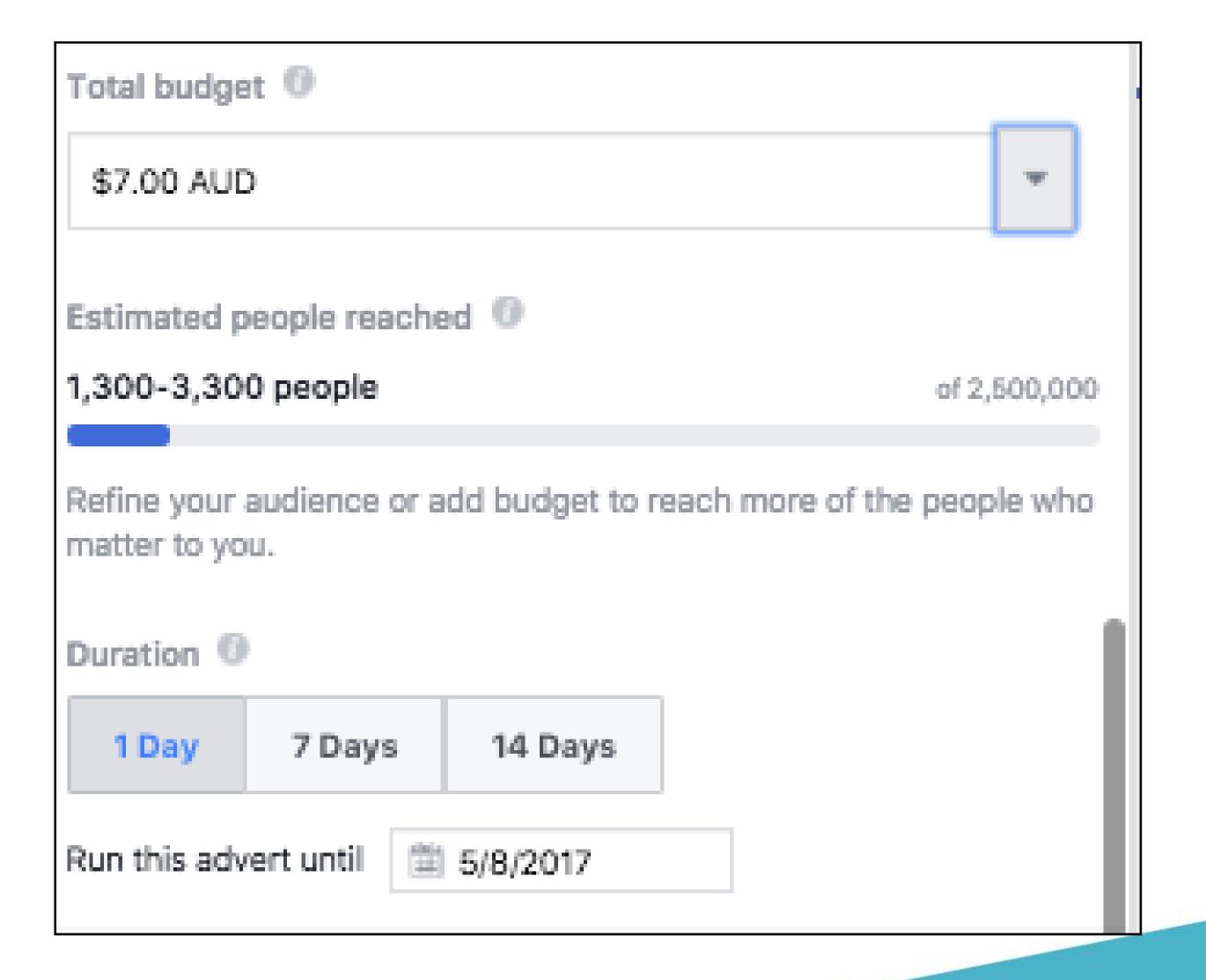




INTEREST AND BEHAVIOUR TARGETING



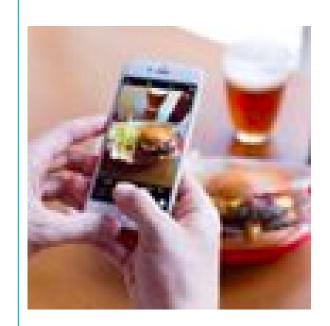
BUDGET AND DURATION



TRACK AND MEASURE

Recent promotions on Photography Studies College

+ Create New Promotion



Boosted post Finishes in 19 days

179

20

\$1.35

People reached

Post engagements

Spent out of \$36.00

Promoted by Rachel Psc on 06/22/2017

View Results



Event promotion

Finishes in 6 days

Experience Day for Secondary School Students Wednesday, 28 June 2017, 10:00 - 14:00

PSC invites you to immerse yourself in the world...

Promoted by Rachel Psc on 06/14/2017

1,778

People reached

47

Engagements

\$43.09

Spent out of \$67.00

View Results



FACEBOOK ADS

TYPES OF ADS

Single image - a single image ad. This image is either populated automatically or you need to provide one in the correct specs.

Carousel - a multiple image or video ad with up to 10 images.

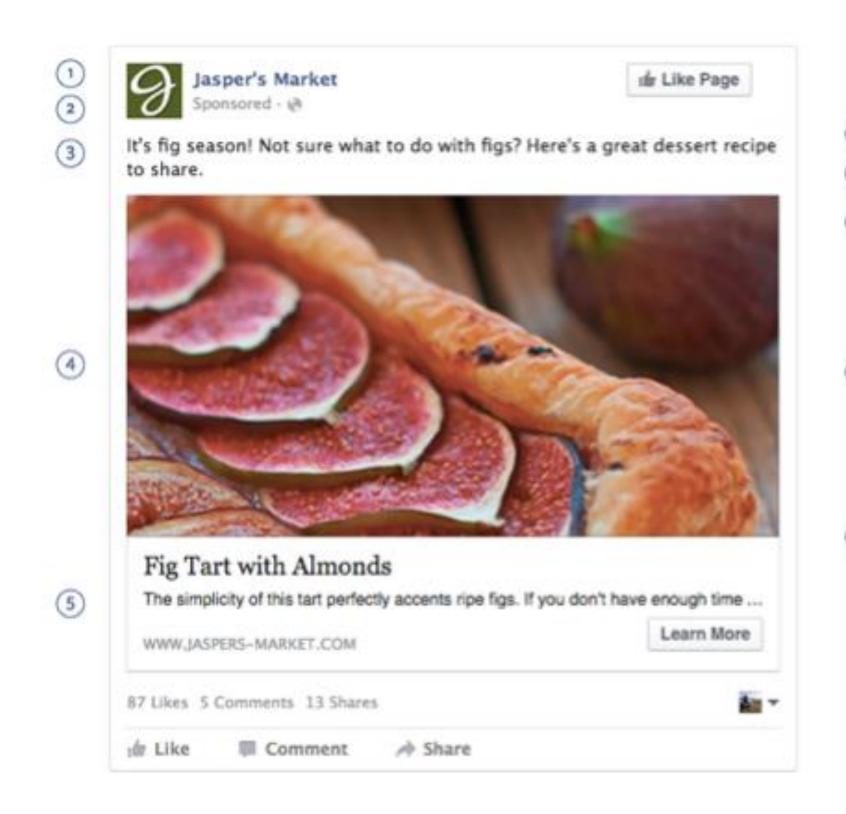
Slideshow - a looping video ad with up to 10 images. Canvas - a full screen experience.

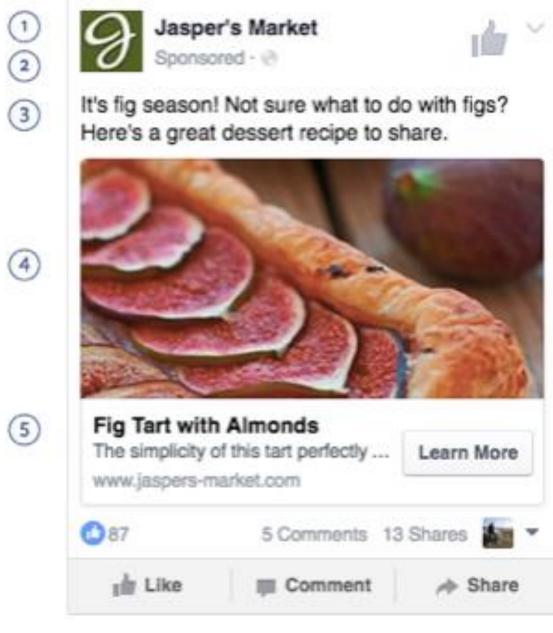
Video - video is hands down the most effective - and cost effective - form of Facebook advertising currently

Don't forget captions!



DESKTOP AND MOBILE NEWSFEED AD





1. Social Information

When available, people will see if their friends have engaged with your business.

2. Business Name

The name of your business always shows prominently.

3. Text

Grab interest with more info about what you're advertising.

4 Images and Videos

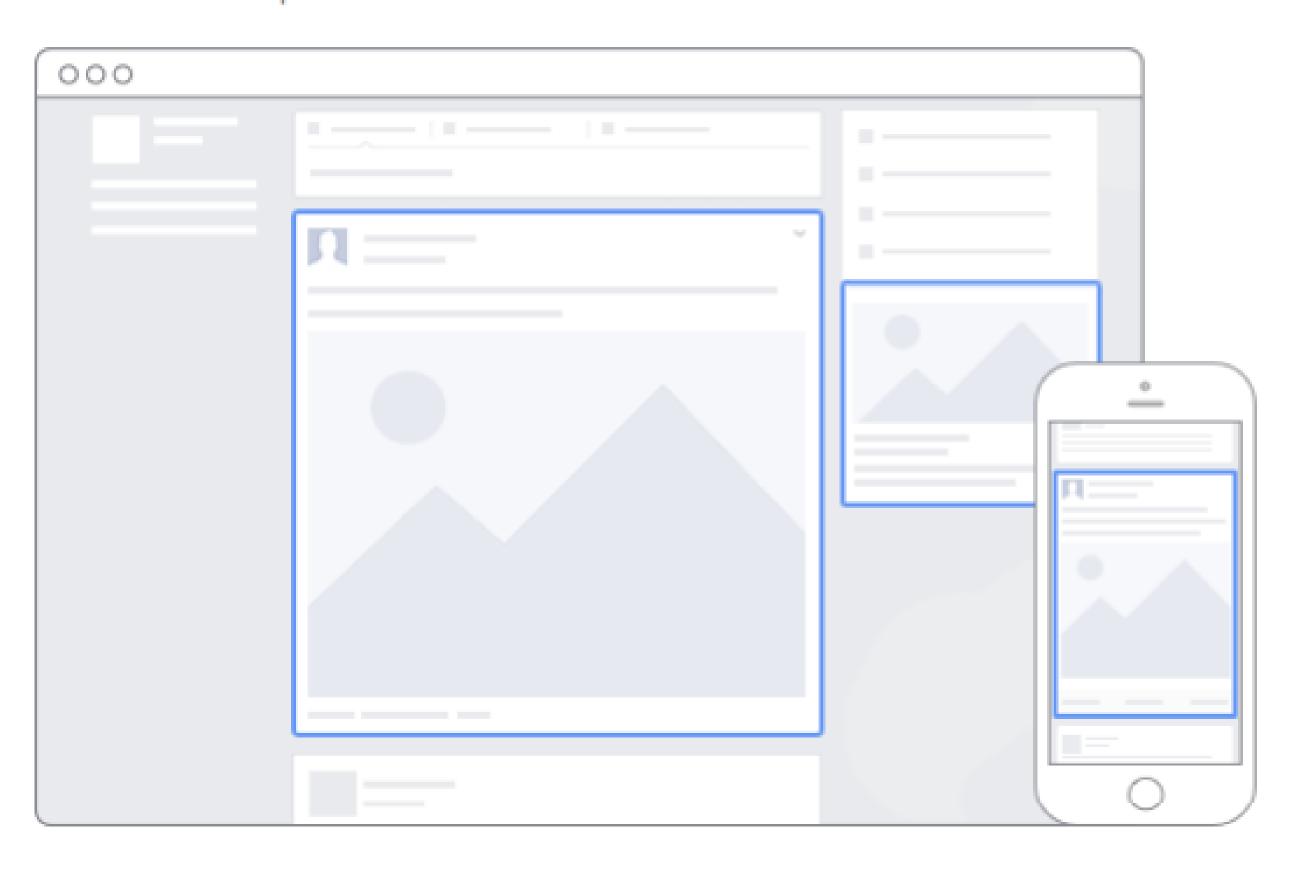
Compelling images and videos encourage your target audiences to engage.

5. Call to Action (optional)

A customizable button encourages people to click.

AD PLACEMENT OPTIONS

Facebook Desktop and Mobile



CANVA: 5 STEPS TO FACEBOOK ADS

- Create a new Canva account to get started with your own Facebook Ad design.
- Choose from a library of professionally created templates.
- Upload your own photos or choose from over 1 million stock images.
- Fix your images, add stunning filters and edit text.
- Save and share.





WRAP UP

FACEBOOK FUNDAMENTALS | TAKEAWAYS

- Pick a channel and stick with it Facebook is a great place to start
- Experiment with what content works and what falls short
- Don't try to oversell social media is not a sales platform
- Decide what audience you want to attract to your club and target them
- You don't have to spend a fortune or waste time and energy to get quick wins
- Ask for help different voices can attract new audiences
- Always ensure you follow the social media policy

