Leveraging Google In Red Tide Recovery

In cooperation with VISIT FLORIDA & Florida's West Coast CVBs

February 2019









This program is provided through the Tourism Recovery Grant Program for Red Tide, created by VISIT FLORIDA to help businesses in counties affected by red tide.







NAPLES · MARCO ISLAND EVERGLADES FLORIDA'S PARADISE COAST

73 Destinations participating	37 Participants via State Co-ops	MARTNERSHIP C.A. Clark VP Digital Marketing
10,500 Images submitted to Google	69+ million Image views	A MANITOBA MANITOBA MANITOBA MANUTANA ONTARIO ONTARIO OUEBEC MINNESOTA MINNESOT
66 Educational Webinars	42 In-market Workshops, Conferences & 360 Photo Shoots Google Street View	NEBRASKA UWA Chicago NEBRASKA UWA Chicago NEBRASKA UWA Chicago NEUROIS San Phytologo OLLA CRINA LLas Vegas LLS of eles ALCOINA San Diego New York MA CLI CRINA LLas Vegas LLS of eles ALCOINA NEW MEXICO NEW YORK MA CLI CRINA NEW MEXICO NEW YORK MA CLI CRINA NEW YORK MA CRI CLI CRINA NEW YORK MA CLI CRINA NEW YORK MA CLI CRINA NEW YORK MA CRI CLI CRI CLI CRI CLI CRI CLI CRI CLI CRI CLI CLI CLI CLI CLI CLI CLI CLI CLI CL



Today's Presentation

- Overview of program
- Three Reasons Google products are important to your business

• **10 Ways** to maximize your exposure in these products









GOOGLE DMO PARTNERSHIP

Visit Sarasota is participating in a program with Google and Miles to improve how destinations appear within Google's products after red tide.

How **your businesses** looks is an important part of how **Sarasota County** looks when a potential visitor is planning a trip.



About 20,200,000 results (0.79 seconds)

🧭 Mitchell Corn Palace, SD | Official Websit

https://compalace.com/ * The World's Only Com Palace is Mitchell's premier tourist attraction. Some 500,000 tourists come fro around the nation each year to see the uniquely designed ... Com Palace History - Visiting - Com Palace Festival - Com Palace Murals

This is the

Knowledge Panel • It contains everything Google knows about your business.

More images for corn palace

Corn Palace, Mitchell, South Dakota - Roadside America

With its mad mix of onion domes and minarets, this com-plastered edifice looks like it was drop-kick ut of czarist Russia. Undergoing reconstruction: travelers ...

People also ask



World's Only Corn Palace

 Website
 Directions
 Save

 4.1
 ★ ★ ★ ★
 1,898 Google reviews

 Building in Mitchell, South Dakota

The Corn Palace, commonly advertised as The World's Only Corn Palace and the Mitchell Corn Palace, is a multi-purpose arena/facility located in Mitchell, South Dakota, United States. Wikipedia

Address: 604 N Main St, Mitchell, SD 57301

Opened: 1921

Height: 68'

Hours: Open - Closes 5PM -

Architectural style: Moorish Revival architecture

Did you know: Folks wanted a place to gather and celebrate their bountiful South Dakota corn harvests, thus the Corn Palace and Corn Palace Festival were born. roadtrippers.com

Suggest an edit

Events

Wed, Oct 10 6:00 PM	DWU Volleyball
Sat, Oct 13 3:00 PM	DWU Women's Basketball Alumni Game
Sun, Oct 14 7:00 AM	Zombie Run
View 5+ more	

Know this place? Answer quick questions



Street View



Travel Guides

Map Listings

FLORIDA

YouTube

Search



Trips App

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This is important to your business for three reasons.



Your KP is an enormous source of exposure for your business. In many cases the largest source!

Website Visits 11,585

Views on Google Search:

252,397

Views on Google Maps:

11,082,365 1000x!



Information provided by Nicole Woods for Independence Visitor Center Corp.



The information about your business gets used in a whole bunch of different places.





Most of that information is coming from your customers, not from you.

Q Search the Community



\circ Home Local Guides Connect 0 Photography Total . Share tips, discoveries, and news with the community for people on Google Maps Travel 50,000,000+ Local Guides Worldwide Food & Drink 100 Local Stories 12 Announcements 700,000+ Places Added/Mo. Meet-ups 0 TiffanyL99 AriMar How-tos G Oct 1, 2018 Oct 10, 2018 Oct 9, 2018 JG Sep 25, 2018 Announcements Median Response 20 min. Help Desk Idea Exchange Avoid the stress of daily travel Two Googlers share what it's like Local Guides shine at Connect Countdown to Connect Live: Let's with Google Maps' new commute to organize Connect Live Live Lima look back 15 42 161 241 177 99 308 2 74 See more







Contributions to your Business Information including:

- Reviews
- Ratings
- Photos
- Videos
- 360s
- Answers
- Edits
- Places
- Facts
- Questions & Answers





Gasparilla Island State Park





Content Audit

Reviews, Q&A and Photos from Local Guides largest sources of red tiderelated content in Google products



Aquatic

Content creation, including 360 photospheres and Google Street View to offset the visibility of red tide-related imagery and provide an **accurate**, **current view** of conditions. Industry education, including today's workshop with in-depth tactical instruction for managing Google My Business. We want to help you **maximize** your exposure in Google's products through **Google My Business** because it benefits your business, the visitor and your destination.

10 ways to **maximize** your **exposure** in Google products.



ONE Make sure your business is verified & up to date



Make Sure You've Claimed Your Business

Search for your business name and look for this icon. If you see it - you'll need to claim your business listing to get access to many of the features.



Claim this business



Bromo Seltzer Arts Tower 4.5 ***** (46) Historical Place Museum http://www.bromoseltzertower.com/ Suggest an edit 79QH+3P Baltimore, Maryland 0 Claim this business Add hours



Instant Verification

Today after the session

- Google Account
- Utility bill
- Tax letter
- Business registration certificate







8 . . 0 * • 4 6:57 Create your business description **Ravish Honolulu** ← Advanced intornation Monday 8:30 am-5:00 pm Tuesday 8:30 am-5:00 pm 5 Home Wednesday 8:30 am-5:00 pm OVERVIEW POSTS PHOTOS Store code 19008869 Thursday 8:30 am-5:00 pm Friday 8:30 am-5:00 pm Posts Info FROM RAVISH HONOLULU From the business 0 111 Insights "Serving innovative dishes and cocktails, RAVISH at Write a brief description of your business. Learn more THE MODERN HONOLULU is about reveling in Reviews L Hawaii's culinary renaissance. Believing food should Messaging be experienced, not just enjoyed. Our team will take you on an innovative culinary journey from the...More Photos 0/750 0 Website CANCEL APPLY WEB RESULTS Users Ravish Honolulu - Book A Table - 418 Photos Please note: Edits may be reviewed for quality and can take up Create an ad & 123 Reviews - ... to 3 days to be published. Learn more https://www.yelp.com > biz > ravish-hon ... Add new location 123 reviews of Ravish Honolulu "My longtime friend and I had a lot of catching up to do, and Add business description 勖 Manage locations Ravish was the perfect place for our ... Photo of Ravish Honolulu - Honolulu, HI, United States. Settings Add opening date ï Support Add photos Know this place? 0 1 OK CLOSE Answer quick questions



Hours are now displayed as quick answers (and as spoken responses from Google Assistant!)





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CANCEL APPLY

Please note: Edits may be reviewed for quality and can take up to 3 days to be published. Learn more

2:30 pm

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Google My Business Q Starch Intelligence





BONUS Download The GMB App





New GMB app has integrated messaging



BONUS FOR HOTELS Update & Monitor Amenities



≡ Google My Business

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9	Add new location	
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Crowd



Attributes

Only attributes you can edit are shown below. Learn more

Q Search these attributes

Amenities

✓ Air conditioning + Airport shuttle All-inclusive + Baggage storage ✓ Bar onsite + Beach access ✓ Business center O Child care ✓ Concierge O Convenience store O Currency exchange ✓ Dogs allowed ✓ Fitness center N Free breakfast

Google

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TWO Utilize Multiple Categories



E Google	My Business
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Create an ad

177

Your business

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11:30 am-2:30 pm

Map

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Q Ξ ORGANIZATION Miles Partnership 1919 Restaurant 1055 Avenida Doctor Ashford San Juan, 00907 Puerto Rico Home Posts a Info Insights th Reviews Messaging -Photos Website 8+ Users **Check for**

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THREE Make sure your information is consistent









MOZ Local Yext Etc.

Search: Location Data Management tools



FOUR Check "Insights" in Google My Business Regularly



Google My Business

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Add new location

Manage locations

Linked accounts

Settings

Support



≡ Google My Business







NEW!

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55	Home	
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Queries used to find your business

Querie	es used to find your business • Send feedback	0
The mos	t popular queries for your business by unique users	
1 month	-	
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6 that	wanaka tree (#thatwanakatree) wanaka-mount aspiring road, wanaka	134
7 lone	e tree wanaka	107
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NEW!

What your business is known for

3:00 am

6:00 am

9:00 ant

12:00 pm

3:00 pm

6:00 pm

9:00 pm





BONUS Download Historical Insights Data







FIVE Respond to Reviews Quickly



≡ Google My Business





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 \checkmark

	Manage locations	Important undeten	
E	Manage locations	Important updates	
Ð	Linked accounts	Google may send you important updates about your account	
4	Sattings	Customer reviews	
<u>^</u>	Settings	Alerts when customers post reviews of your business	
	Support	Questions and answers	
		Alerts about questions and answers posted to your business on Google	
		Photos	
		Tips and updates about photos on your Google listing	
		Listing health	
		Timely alerts to help you keep your business info accurate on Google	
		Insights	
		Personalized insights and tips about your customers and listing	
		Product updates	
		Occasional alerts about new features and offers to improve your listing's performance	

Make sure you know when reviews are posted

Feedback





Responding to **Positive** Reviews:

- Say thanks
- Mention your
 business name
- Mention your location/city
- Mention a product or service that's not mentioned in the review, or that's new

The meal and service we're the best I've had in years. Try the steak and brussel sprouts and you will see what I mean. After dinner have a 1930 recipe for an Amaretto Sour that was off the chart good, not sweet but just perfect. Remarkable dinner near one of a kind.

Thanks so much for your review, so glad you had a good experience at The Chop Shop. We pride ourselves on delivering quality service to our customers in Kalamazoo. If you liked our steak, you should try our double cut smoked pork chop on your next visit! Hope to see you again soon!



This was a huge disappointment. My wife and I paid \$24 for what was supposed to be the ten o'clock showing. The lights never came on and you only get one rotation. Definitely never again.

So sorry you had a bad experience, we typically begin our light show promptly at 10. During your visit we experienced some technical difficulties with the ride. My name is Robert, I am the manager. Please call our office and ask for me. Responding to **Negative** Reviews:

- Say you're sorry they had a bad experience
- Don't mention your business name or location
- Suggest they contact you offline
- Keep it short





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Andrew Newbery

🕈 🖈 🚖 🚖 22 weeks ago

0

Flagging Reviews as Inappropriate

- Spam and fake content
- Off-topic
- Restricted content
- Illegal content
- Sexually explicit content
- Offensive content
- Hate speech
- Harassment and bullying
- Impersonation
- Conflict of Interest





Sort by: Lowest rating -

Maps user contributed content is most valuable when it is honest and unbiased. Examples of disallowed practices include, but are not limited to:

Reviewing your own business.

Posting content about a current or former employment experience.

Posting content about a competitor to manipulate their ratings.



≡ Google My Business



BONUS Create a "Review My Business" Link



ore, Baltimore, MD. 205K likes. The Maryland Zoo is a nonprofit organization ople with the wonder of ...

timore - 265 Photos & 135 Reviews - Zoos - 1876 ... tive Life Zoos *

reviews

o in Baltimore "Pretty Sweet Place to walk to from Remington. Free Parking They do sell BEER CLEAN ...

Baltimore - Buy Discount Tickets, Tours, and ... a/attraction/single/2193/1503 *

and Zoo in Baltimore is the third oldest Zoo in the United States and is contributions in conservation and



Plumpton Park Zoo

Zoological Park

Park

Tri-State Zoological



Zoo





















Zoo

San Diego

Zoo

View 15+ more

Saint Louis

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E Send to your phone

seats

View all Google reviews

Profiles

Plan your visit

Reviews

120

People typically spend up to 3.5 hours here

Druid Hill Park since 1876. - Google

30

More than 1.500 birds, mammals, amphibians a reputes at this zoo in

"I found there was very good food, prices and service."

This place has nothing really to eat, very small section and

"We enjoyed the pulled pork and pulled chicken sandwiches."

6p

Write a review

9p

Send

Add a photo

View 15+ more

Fort

McHenry

National.



People also search for







Twitter

Port Discovery Children.

More about The Maryland Zoo in Baltimore

Find your Knowledge panel, click "Write a review" button.



baltimore zoo map

baltimore zoo

baltimore zoo coupons
https://www.google.com/search?ei=peGoW8OpIOvGiwSMia54&g=baltimore+zoo&og=baltimore+zoo&cg=b



Copy this (enormous) URL





Paste the URL into a URL shortener, like TinyURL or Bit.ly. You can customize your link to something like **bit.ly/macksburgers**



SIX Add Great Photos Frequently



Q





1. INFORMATIVE

What would a potential visitor want to know or see about this place? Consider the **scope**, the **scale** and the **context** of the place you're capturing.

2. ATTRACTIVE

What makes this photo eyecatching? Consider **color**, **contrast**, **saturation**, **lighting**, **focus and leading lines**.

3. REPRESENTATIVE

Represents what the place would typically look like. Avoid featuring specific events, seasons or conditions.





This photo is good! It's both informative and attractive. Easy to understand what it is, where it's taken from, bright colors good contrast, good framing.

This photo is bad. It isn't attractive off-kilter horizon, muddy colors, and it isn't particularly informative unreadable signs/context.







111,277 views

10X

10,757 views

Photo Best Practices

- Only upload photos **you created or own** the complete rights to.
- Upload at least 4K images (3840x2160).
- **Don't use filters** limit your edits to brightness, color, contrast & saturation.
- Don't **composite** images.
- You are allowed to add caption/credit/logo to the images, as long as they occupy less than 10% of the total area along one side but **they don't tend to perform as well.**
- Shoot mostly horizontal images.
- Interiors without people are preferred to those with people. Avoid identifiable faces & PII, or have release forms.



Keep horizontals and verticals straight







Causeway Islands Park



ALL 380º VIEW VIDEOS



- Offensive, hateful or sexually explicit
- Copyright or legal issue
- Privacy concern
- Poor quality
- Not a photo or video of the place

Other

Please share your reason. Examples: inappropriate caption, misclassification, bad audio.



CANCEL REPORT



≡ Google My Business

Q Search locations

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About customer photos

Search Help

Request callback

Request chat

Email support

customers.

removal

Photos help showcase your business and can be added by both business owners and

Learn about the types of photos you can add to your listing and how to add photos
If a customer photo violates our photo policies, learn how to flag photos for

-	Info					
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*	Reviews					
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	Photos					
	Bookings					
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Add photo		Create ad	LATEST CUSTON	IER PHOTOS	
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https://support.google.com/business/contact/business_c2c_v2?rd=4&vi...



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Talk to a specialist

You're currently signed in as **slipperypig@gmail.com** If this isn't the account associated with your issue, please switch accounts.

What is your name? *

What is your relationship to the business?

Select one

The information you provide helps us direct your question.

Country *

United States

Bit.ly/GMBGo



BONUS Set Cover Photo



Setting your cover photo tells Google your "top pick"



SEVEN Pay Attention to "Questions & Answers"



Questions & Answers are a great way to interact with customers.



"Do you have a grain free or gluten free menu?"



RAVISH HONOLULU 1775 Ala Moana Blvd, At THE M...

REPLY NOW







Barber Vintage Motorsports Mus...

Kimberly Janovitz

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* 🕶 🖌 🛿 100%

But... they often get answered faster by Local Guides than they do by the businesses, and the Guides aren't always right (or helpful).



Analysis of 123 SF area businesses.

25% Had questions posted

miles

https://moz.com/blog/google-questions-and-answers-case-study

Analysis of 123 SF area businesses.

25% Had questions posted



miles

https://moz.com/blog/google-questions-and-answers-case-study

Questions & Answers is where red tide concerns frequently surface



≡ Google My Business





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即 Manage locations Important updates Google may send you important updates about your account Linked accounts GÐ Customer reviews Settings \checkmark Alerts when customers post reviews of your business Support Questions and answers \checkmark Alerts about questions and answers posted to your business on Google Make sure you Photos \checkmark Tips and updates about photos on your Google listing have Listing health notifications on \checkmark Timely alerts to help you keep your business info accurate on Google and check your Insights Personalized insights and tips about your customers and listing answers Product updates frequently. Occasional alerts about new features and offers to improve your listing's performance Posts Tips and updates about your posts on your Google listing. \checkmark

Feedback



Halpful?



THE MODERN HONOLULU Ask a question 1603, 1775 Ala Moana Blvd, Honolulu, HJ every room have a balcony? Know this place? Answer quick questions IDTUI? Answer Kat E Local Guide - 14 reviews - 15 photos **Review summary** Write a review Add a photo Not all but most. Ask a question Rooms · 3.9 **** THE MODERN HONOLULU Guests liked the large, clean, updated rooms, though 10 2 some said maintenance could be improved · Rooms had views · Some guests noted the rooms could be quieter & THE MODERN HONOLULU 5 more answers Posting publicly beds could be improved Location · 4.4 **** king available? How far is the hotel from Ala Moana Shopping area? Near the beach; shopping & sightseeing nearby · Easily ipful? accessible by car · Near public transit Service & facilities · 4.3 **** Ryan Devlin Guests enjoyed the pool · Guests appreciated the friendly 93 reviews 193 photos Local GL staff · Guests spoke highly of housekeeping In the actual hotel it's valet parking only. There's View all reviews foom bill in addition to the \$35 per night. Self par CANCEL POST 100 2 **Questions & answers** Ask a question See all questions (2) 9 more answers

Post your own questions and answers

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6 months ago

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EIGHT Grab Free Screen Real Estate with Posts



11:39 🖪 🎯

OVERVIEW

CALL

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https://www.google.com/se

Clearwater Marine Aquarium 4.2 ★★★★ (5,152) Aquarium in Clearwater, Florida Open

POSTS

DIRECTIONS



Winter's Dolphin ... May 25 - Sep 3 Come see Winter... May 23, 2018



Tell customers what's new with Posts. Learn more





Posts appear in your knowledge panel and provide a huge amount of real estate for your business

(free!)







Try our new maple bacon banana short stack! Order it with a tall flat white to go and enjoy the best breakfast in town!

(1)

Order online

Link for your button

http://yourrestaurant.com?utm_source=pastg&utm_medium=emaile example.com Use an attention grabbing photo bright colors, simple, single subject.

- Focus your message on the first 100 characters.
- Add your own tracking codes to your call-to-action button.



Products, menu items, events, offers, updates, news, videos...

EVENT



Posted 1 day ago

Luxury high-rise open house this weekend Aug 5 – 7, 2017

Ravenscroft Tower's modern apartments are now available to view. Come take a walk through your future home! Two- and three-bedroom apartments are coming on the market soon, and waiting lists are now open. OFFER



Posted 1 day ago

Get your best friend ready for summer with a complete grooming and paw cleanup for only \$50, now through Friday. (Be sure to ask to see our selection of snazzy bandanas, complimentary with any grooming service!) NEWS



Posted 1 day ago

We're happy to announce Holliman Tower's state-ofthe-art apartments are now available for rent. These modern homes are located on the edge of Riverview Park, boasting access to running and cycling paths as well as a playground and exercise area. Sign up on our website to be notified when further units become available.

Learn more		I	Book	Learn more	
воок	ORDER ONLINE	BUY	LEARN MORE	SIGN UP	GET OFFER

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https://www.google.com/se

Clearwater Marine Aquarium $4.2 \pm \pm \pm \pm \pm (5.152)$ Aquarium in Clearwater, Florida Open OVERVIEW POSTS PRODUCTS REVIEWS CALL DIRECTIONS SAVE WEBSITE Winter's Dolphin ... May 25 - Sep 3 Come see Winter... May 23, 2018 l earn more hin Tale Tell customers what's new with Posts. Learn more





Best Practices for using GMB Posts:

- Keep **two posts live at a time** to maximize view rate for your content. More than two will reduce viewability of your oldest post.
- Posts are live for a max of 7 days repost each week.
- Post **early in the week** if you're promoting something the following weekend.



NINE Add 360 Images





360 degree photospheres and virtual tours are a great way to engage potential customers.






FIND A TRUSTED PRO IN YOUR AREA

Get started by searching for a trusted professional near you.

	New Zealand	- C	Itago	Filter by City	
😫 Agency					
Property3D		Dunedin	enquire@property3d.	co.nz	+64 9-915 6822
Punch marketin	g	Dunedin	support@punchmark	eting.co.nz	+64 3-454 3035
Blue Penguin Studios		Dunedin	judah@bluepenguinst	tudios.net	+64 27 302 5114
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https://www.google.com/streetview/hire/

BONUS Embed 360s in Your Website



← The Modern Honolulu

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TEN Look for "Reserve with Google" Features



"Reserve With Google" inserts booking capabilities into your KP.





Reserve with Google was originally limited to fitness and beauty - hair salons, trainers, massage, yoga, etc.

View availability and make bookings directly with





NEW!

"Reserve With Google" expands reservation & booking options to more business categories.





There are now several interesting integrations including tickets for **museums attractions** and **events**.





between day or night views from the famous Empire State Building, you can... More

8:00 AM - 2:00 AM

Empire State Building: General Admission Looking up at New York's skyscrapers is quite an experience. But it's nothing compared to looking down on New York from atop its m... More



Booking times are provided in partnership with



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OVERVIEW			
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	Total		\$53
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In partnership with Tigets

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By continuing you agree to the Reserve with Google Terms of Service and, in particular, with Empire State Building: you agree

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Price

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BUY

Watch for reservation integration options in your GMB dashboard.



Search locations

Q

Customers can now book you on Google

Customers will now see a booking button on your listing on Google Search.

View On Search

Benefits

- Users can make bookings directly to businesses. Reserve with Google users can search for b activity they already love or get recommendations for new activities.
- Merchants can reach more users with minimal effort. If you already use eligible scheduling s
 enable bookings to your business with little to no additional set up.
- Merchants are discoverable across devices and platforms which enables partners (schuproviders) to drive more value to their customers. Reserve with Google features are available surfaces, including Google Search, Google Maps, and their mobile counterparts.



Users can also visit the Reserve with Google website 🗹 to browse nearby businesses and make booking



If you **don't want the integration**, you have to contact the provider first to get de-listed, then you can request that the GMB team remove the ad from your knowledge panel.



BONUS FOR RESTAURANTS Additional URLs & Menu Builder



≡ Google My Business



1	Add special hours	
•	(808) 943-5900	
0	Website	4
	www.RavishHonolulu.com	
	Menu URL	
	http://www.ravishhonolulu.con	
	sushi-menu.html	
	Order ahead URL	
	Add URL	
	Reservations URL	
	Add URL	
	Menu	
	Add or edit items	
J	A	
2	Accessibility	
	Wheelchair accessible entrance	
	Amenities	
	Bar onsite	
	Not good for kids	
	Dining options	
	Dinner	
	No delivery	
	Dessert	
	Table service	

Back	
We have updated your business information based	d on user reports and our data. Learn more REVIEW UPDATES
Add menu section	
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10 ways to **maximize** your **exposure** in Google products.

- 1. Claim your listing & keep key info current
- 2. Make sure your information is consistent
- 3. Update Your Pin Placement on Maps
- 4. Check Insights regularly
- 5. Respond to reviews quickly
- 6. Add great photos frequently
- 7. Pay attention to Questions & Answers
- 8. Leverage free promotion with Posts
- 9. Add 360s & virtual tours
- 10.Look for "Reserve with Google" features



Thanks for joining us!

Questions?



