MARKETING STRATEGY Where do you want to be at the end of the year? What are the key things that will help you achieve your business objectives? **Potential Customers** Who are all of the potential customers for your business? **Target Customers** Who are you going to spend your time and money budget on? Product/Service Most Suited Target Audience Target A Target B Target C Marketing Campaign How are you going to tie all of your individual marketing activities into a campaign?

Business Objectives Examples What do you want to achieve within the next 12 months?

Money (T/O or Profit) Grow the business from 80k to 250k Staff Employ 2 new staff members

Impact Helping 200 business owners to do XYZ

Working 5 days a week

What are the key things that will help you achieve your business objectives?

Goal Statement Measurement Awareness Increase awareness of my brand with X customers Lead Generation

New Customers Get x to buy y resulting in $\ensuremath{\varepsilon}$ turnover Number of customers / Turnover Long Term Value (LTV) Get current customers to buy more/more often Average Spend / Repeat Business Positioning / Reputation Be known as the No. 1 provider of XYZ to the ABC industry Customer Reviews / Research

Promotion Build a clear marketing plan for 2021 Social Media Follows / Engagements / Media Mentions

Other examples: NPD / Pricing / Branding / Distribution / Market Share/ Differentiation / Competition / Margins

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