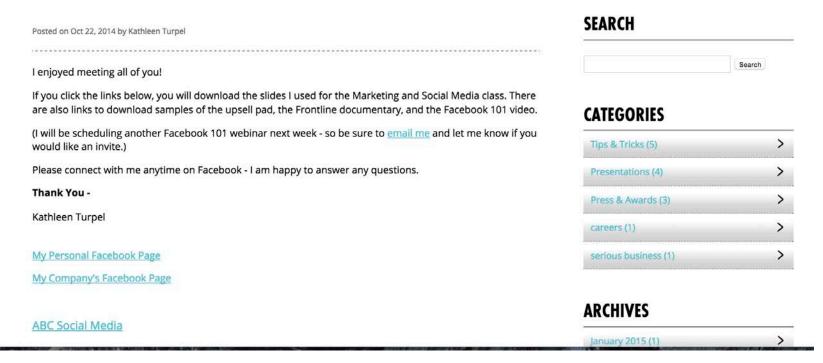


AVEDA BUSINESS COLLEGE: MARKETING AND SOCIAL MEDIA.





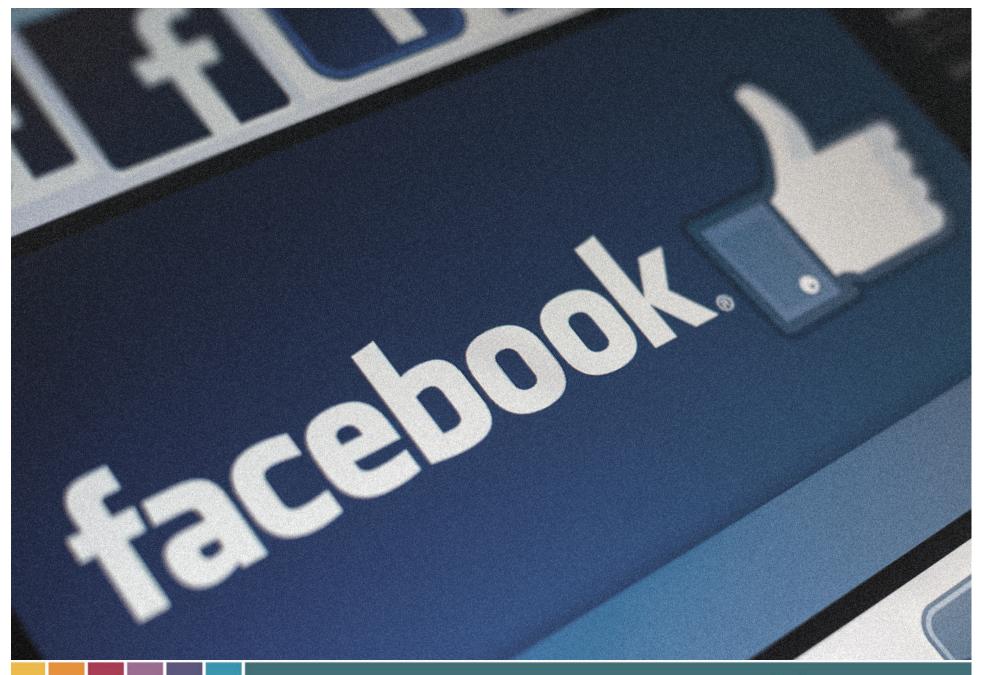
http://imaginalmarketing.com/blog/

Social Media.



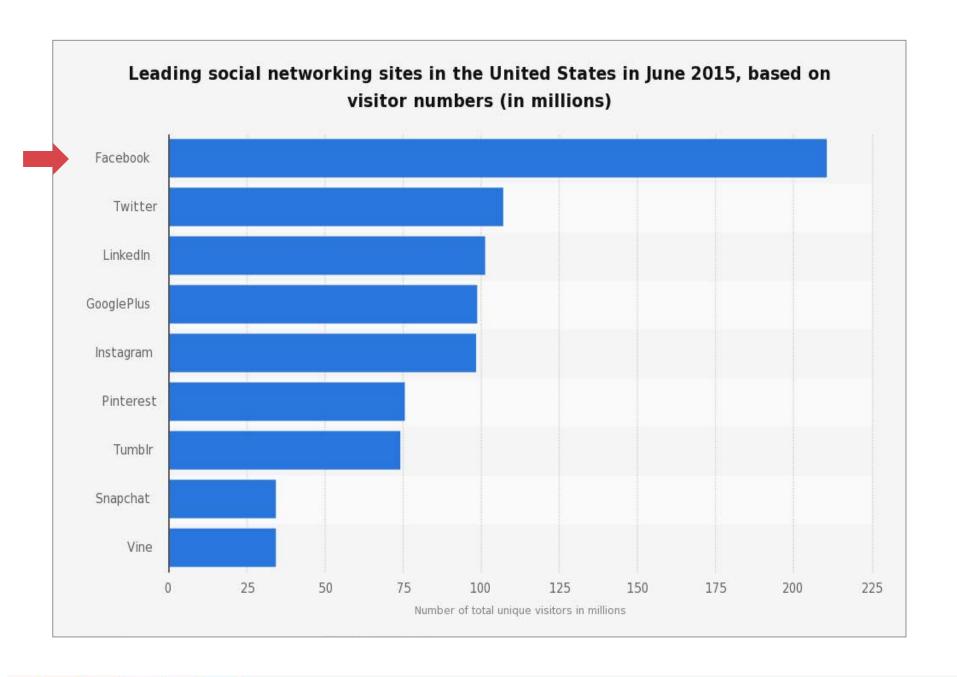
Takes Commitment

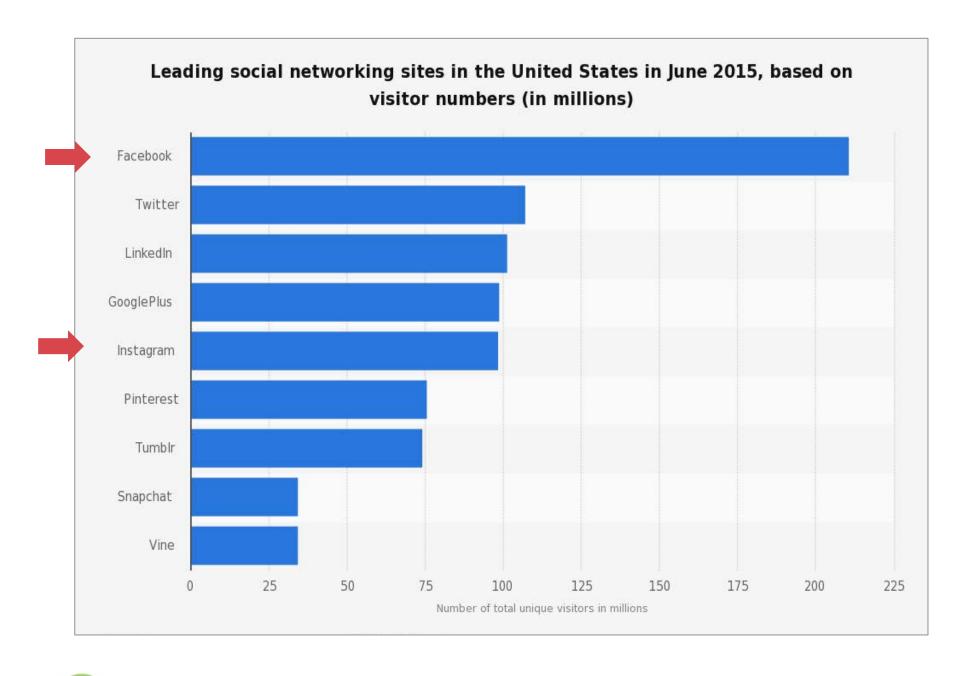




facebook

+ 1 Billion Active Users











	Source ?	Acquisition		
		Sessions	% New Sessions	New Users
		7,219 % of Total: 15.26% (47,296)	81.38% Avg for View: 64.50% (26.17%)	5,875 % of Total: 19.26% (30,508)
	1. m.facebook.com	551 (7.63%)	83.48%	460 (7.83%)
	2. facebook.com	523 (7.24%)	30.78%	161 (2.74%)
	3. aveda.com	229 (3.17%)	68.56%	157 (2.67%)
	4. birdeye.com	173 (2.40%)	67.05%	116 (1.97%)
	5. I.facebook.com	170 (2.35%)	70.00%	119 (2.03%)
	6. yelp.com	141 (1.95%)	71.63%	101 (1.72%)
	7. m.yelp.com	118 (1.63%)	83.90%	99 (1.69%)









PAY TO play



You have pay to reach an audience.



Organic (Free) Reach Boosted (Paid) Reach





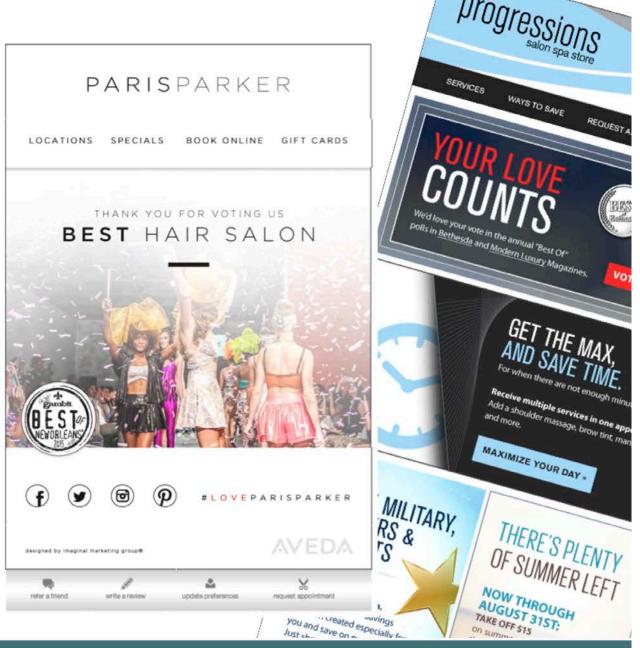
BOOST POSTS E CAUVETUSE

Boost Post

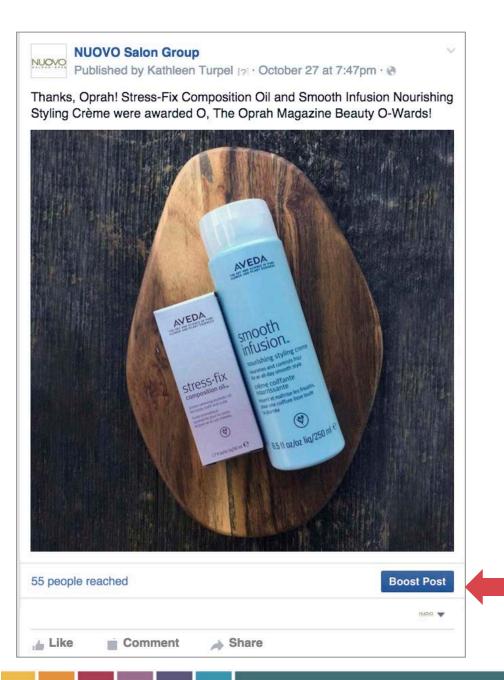


Boost Post

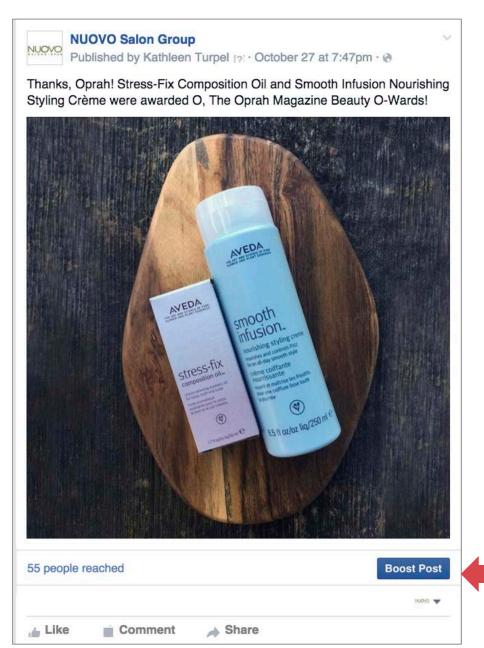
Boosted Posts Are Mini-eMails.













Target:

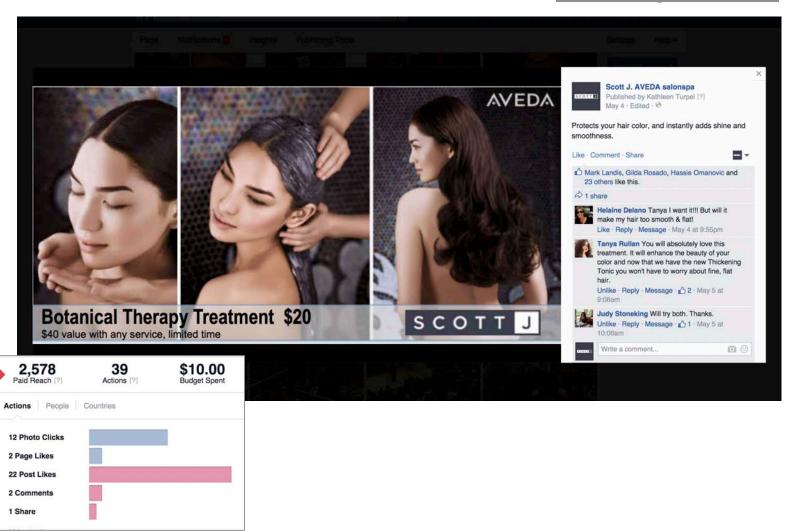
People who like your page & their friends

Average Budget: \$2 - \$10 per post

Recommended Frequency: 4 - 7 posts per week



Boost Every Post





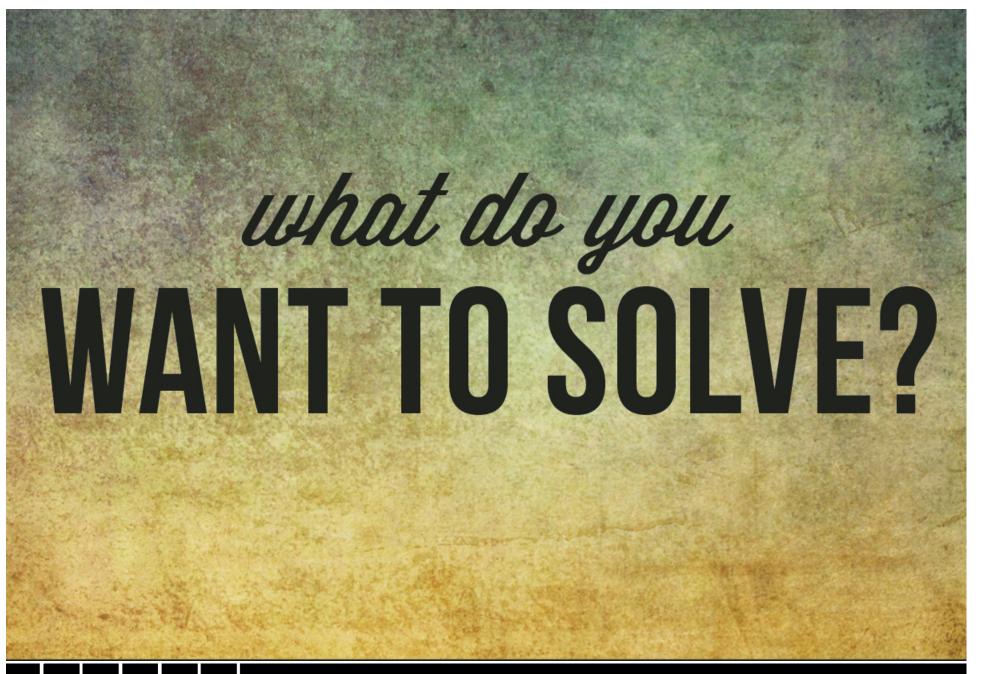
Brand Journalism is...



LOS Their meaning







MARKETING



IS NO LONGER ABOUT THE STUFF
THAT YOU MAKE, BUT ABOUT THE
STORIES THAT YOU TELL.

- SETH GODIN

Story Triggers

- Compliments from Guests
- Questions from Guests
- Tips from Service Provider
- Pop Culture Events









Ulhat you can do to RAISE engagement with your guests and team:

Remind Ask Involve Share Execute





Put Your Passion On Your Page.









FOLLOWING

20 likes

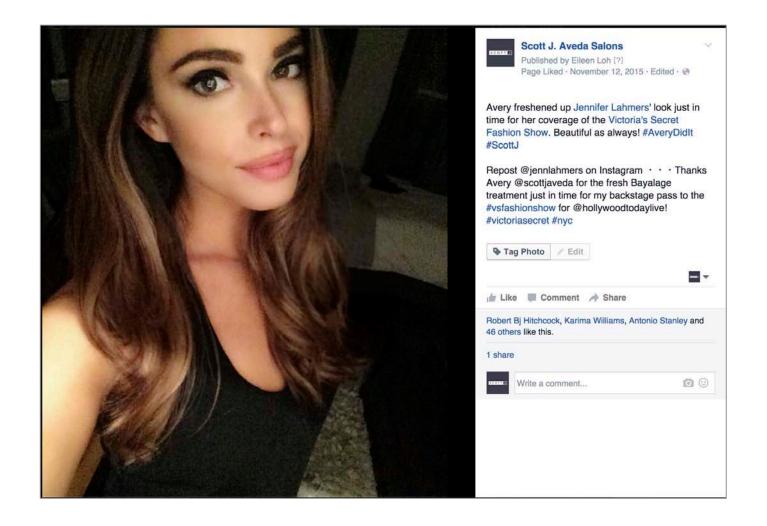
4w

scottjaveda When you take care of your skin & hair, you can't help but look beautiful. Repost @jlhawkins10 #ScottJ

scottjaveda #avedaskin #avedahair #healthyskin #healthyhair #naturalbeauty #nycstyle #nycsalon #avedasalon #nycbeauty

Add a comment...

000







FOLLOWING

14 likes

7h

scottjaveda A moment of #naturalbeauty. #scottj #uppereastside #hairbyrosalind #rosalinddidit #Repost @fashionshopgirl1

scottjaveda #avedasalon #nycstyle #nycbeauty #healthyhair #brunette #aveda #fashionshopgirl #nychair #haircut #shorthair

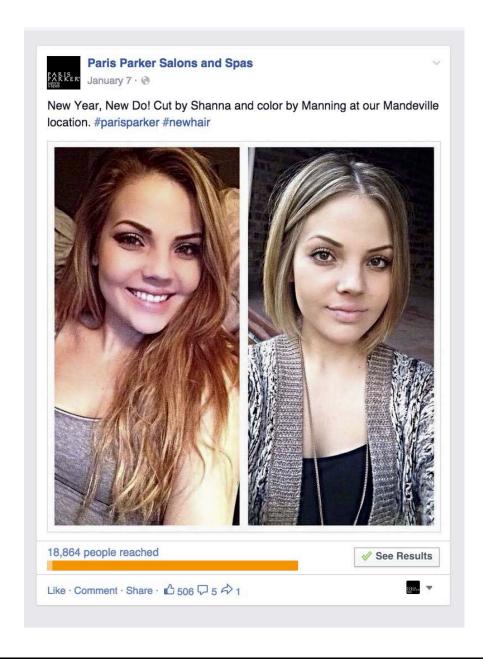
fashionshopgirl1 @scottjaveda thank you for the repost. Rosalind is a hair magician we love her at the House of Herrera

 \bigcirc

Add a comment...

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Identify High Profile Guests





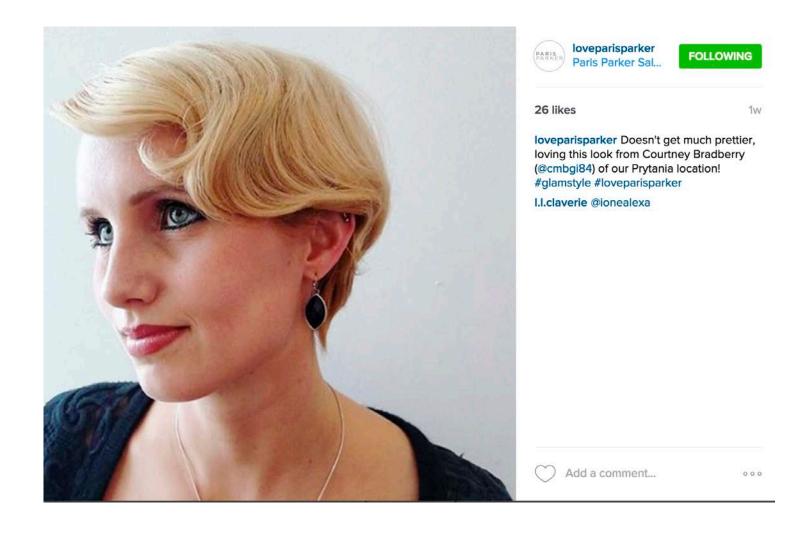
Turn Self-ies to Us-ies



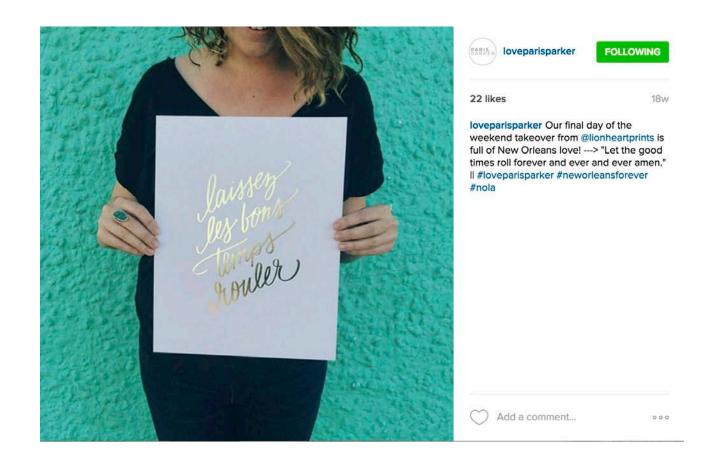
Turn Self-ies to Us-ies



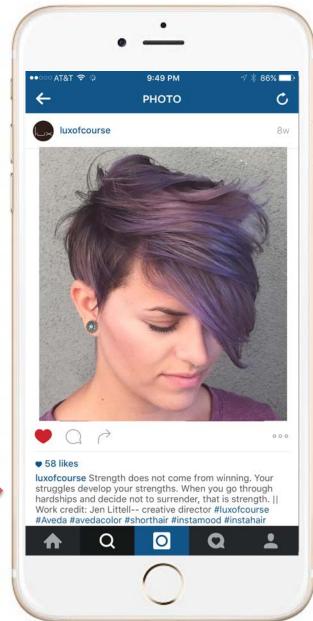
Credit the Stylist, Mention their Location



Do Things Differently



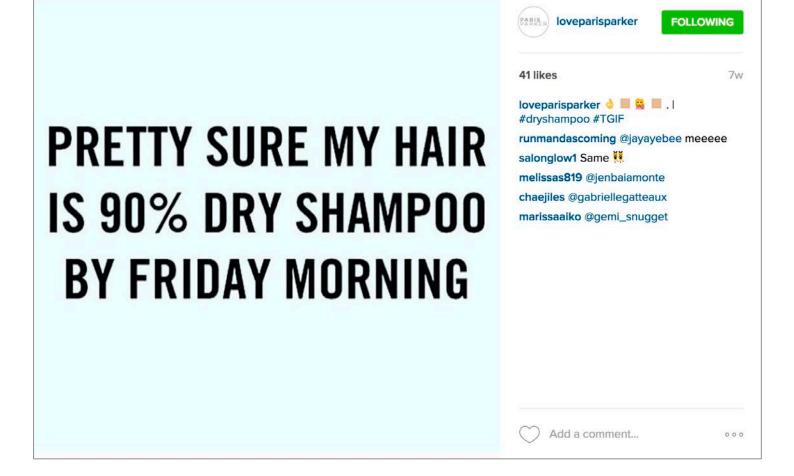
Do Things Differently



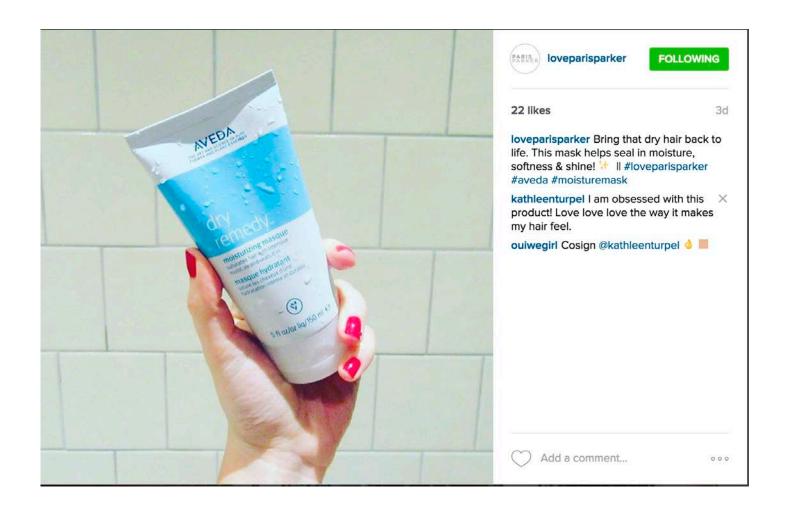




Use Humor



Insta-style Your Photos



Share and Create Videos



facebook

bliss in our #BrooklynHeights entary hand & arm massage.

Post 4x - 7x a week

Your Work

PHOTOS

- Hair and Product Tips
- Fashion News, Inspiration
- About Yourself: Awards, Education Promotions

696 people reached

facebook.

Is this offering something of value?

Is this boring or "sales-y"?

Is this who I want to be?



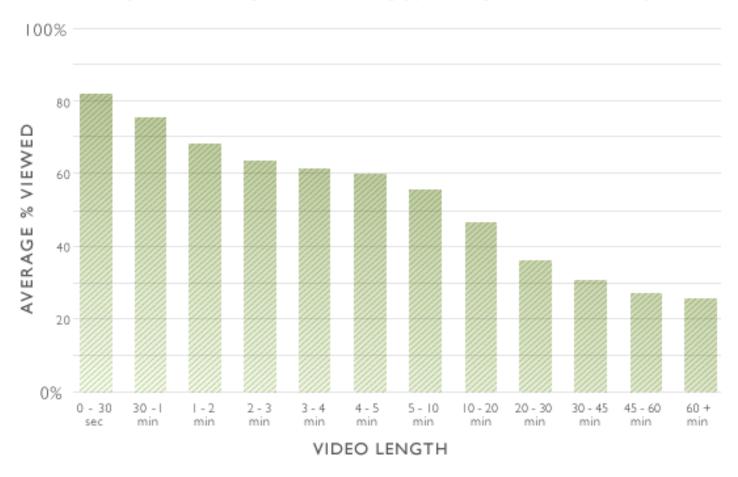


Tips for Higher Engagement

80 Characters or Less

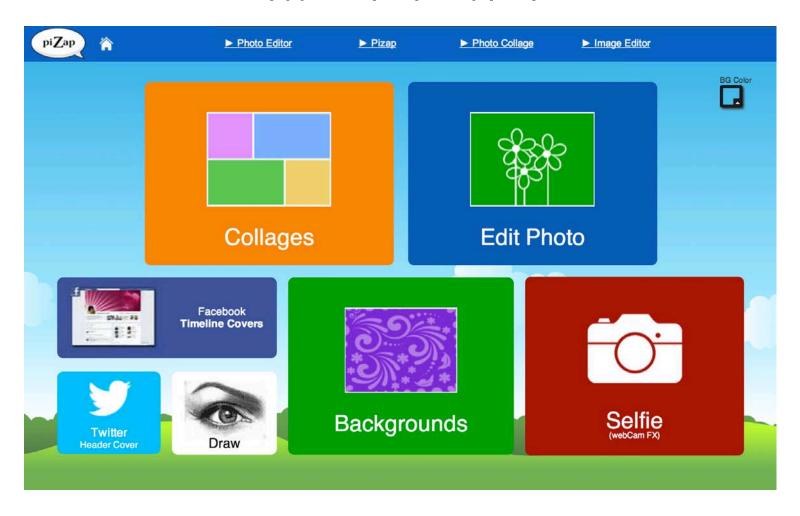
Post Short Videos (1 minute or Less)

WISTIA VIDEO ANALYTICS: LENGTH MATTERS



Free Online Graphic Design Tool

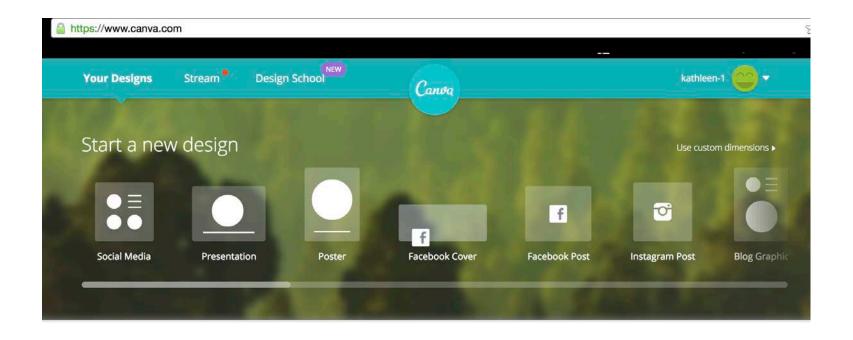
http://www.pizap.com/pizap





Free Online Graphic Design Tool

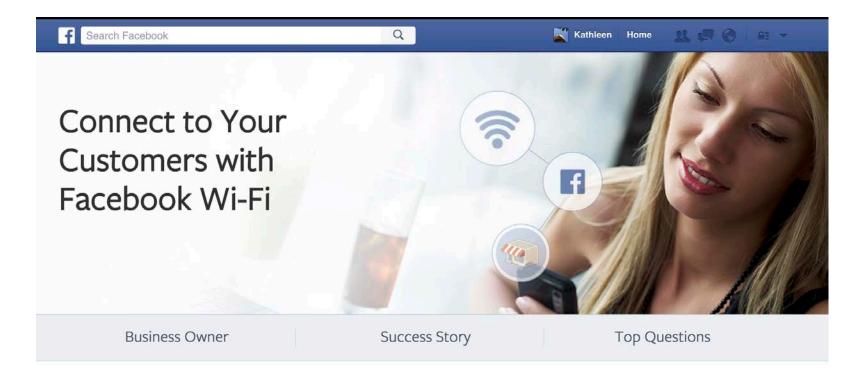
https://www.canva.com/



Build Your Fans:

- Links on Every Email
- Dedicated Invitation
 Every Quarter





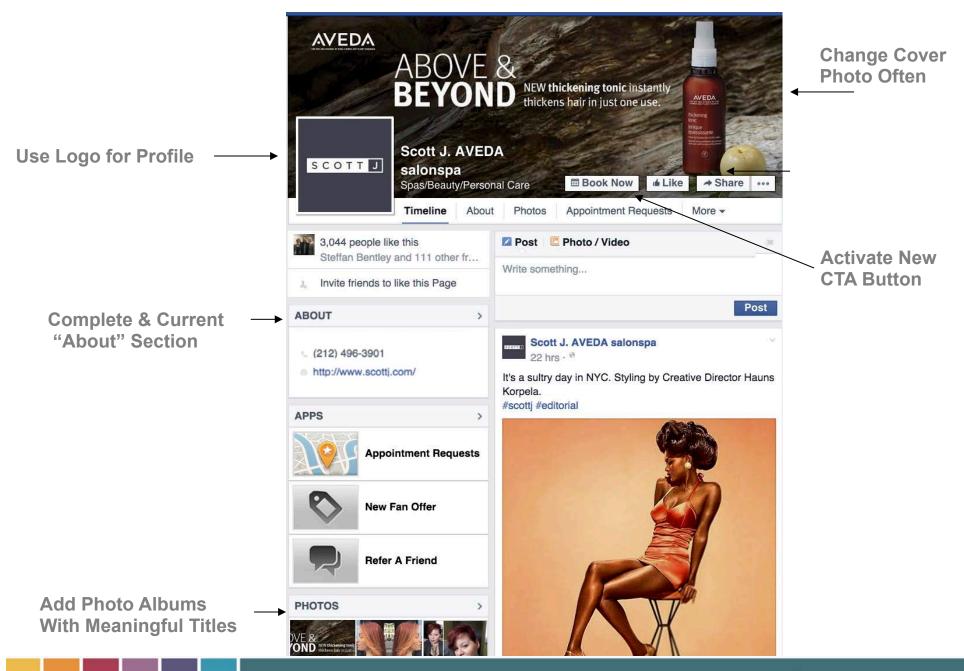
Turn your business into a Wi-Fi hotspot

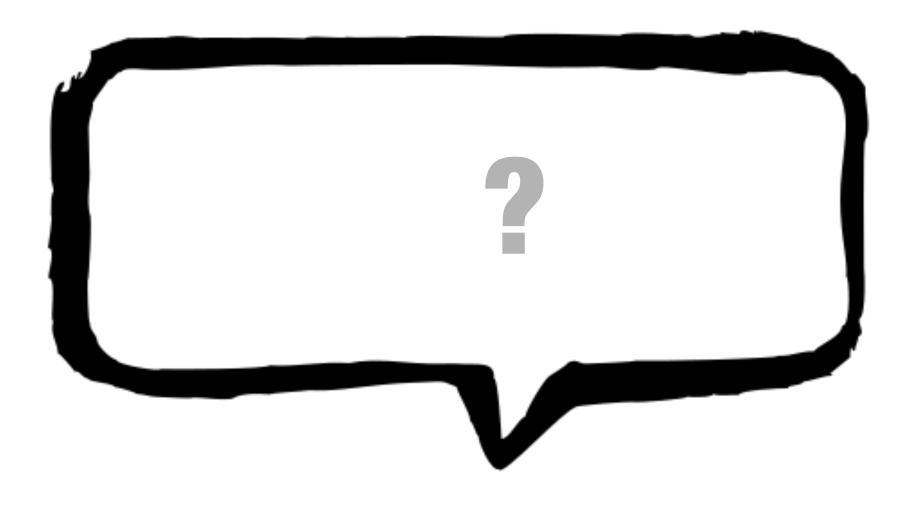
- Customers simply check in to your location on Facebook to connect to free Wi-Fi
- Wi-Fi codes aren't necessary and there are no new accounts to create
- Customers can manually check in or choose a setting that lets them automatically check in whenever they visit your location





Check Your Page.

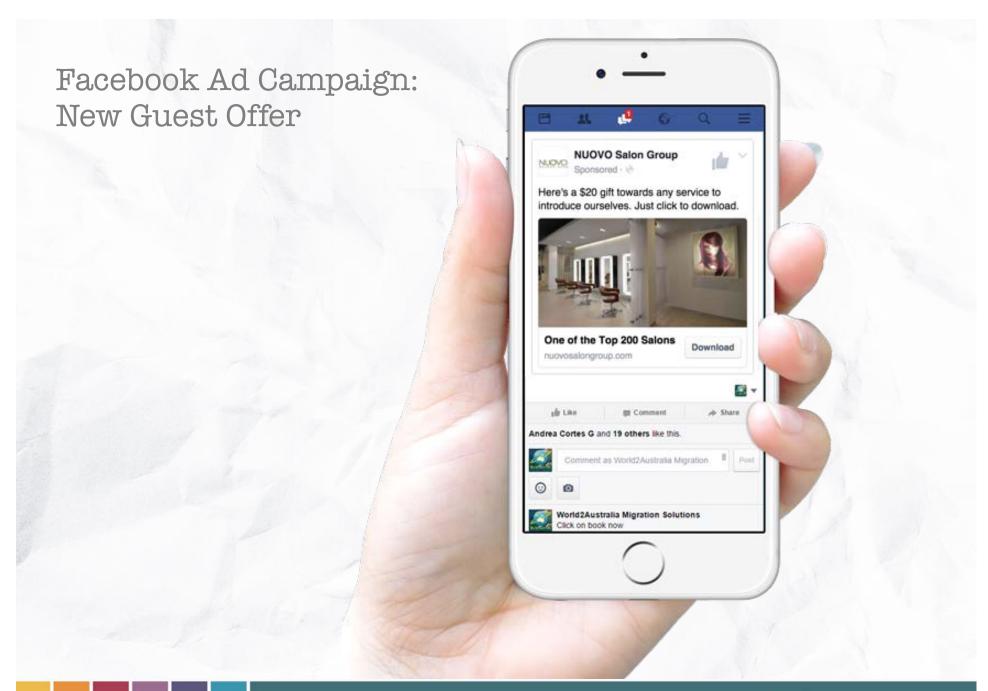


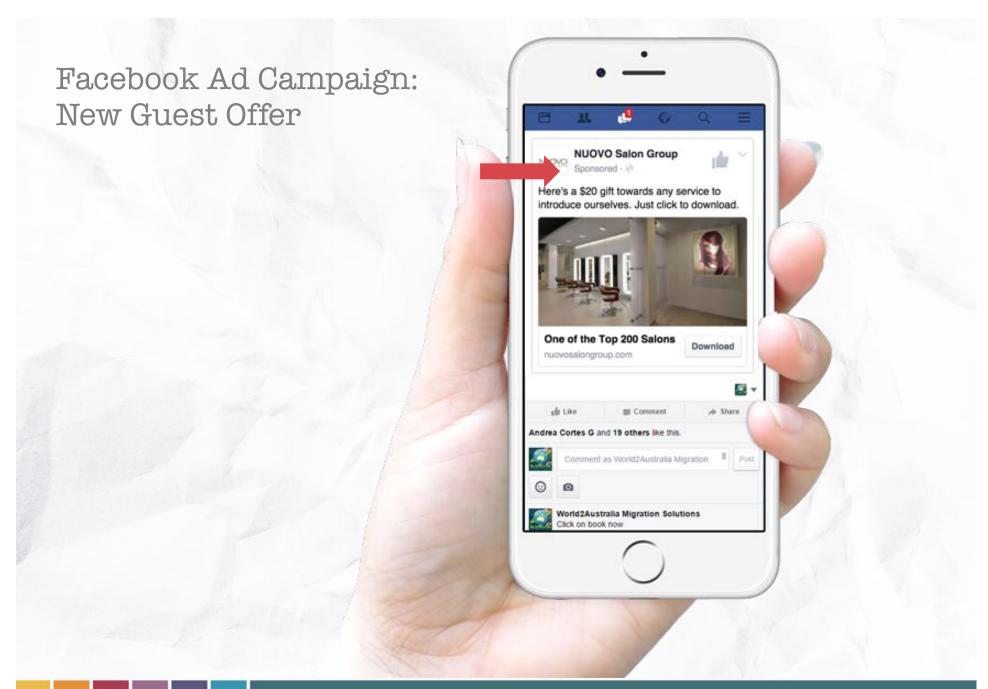


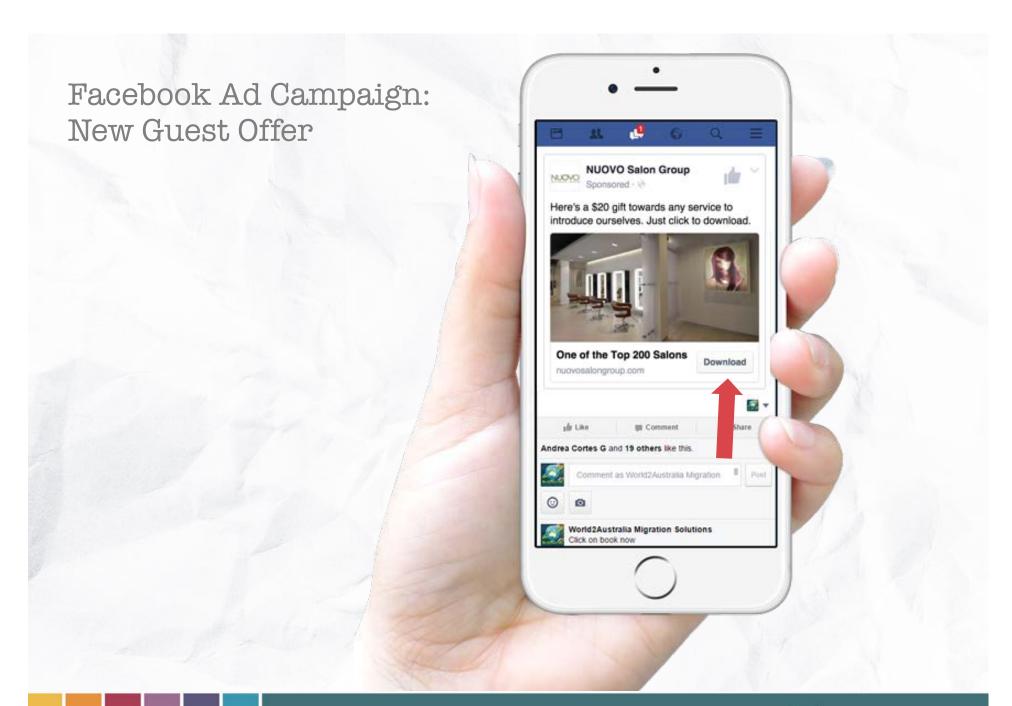
Facebook Advertising

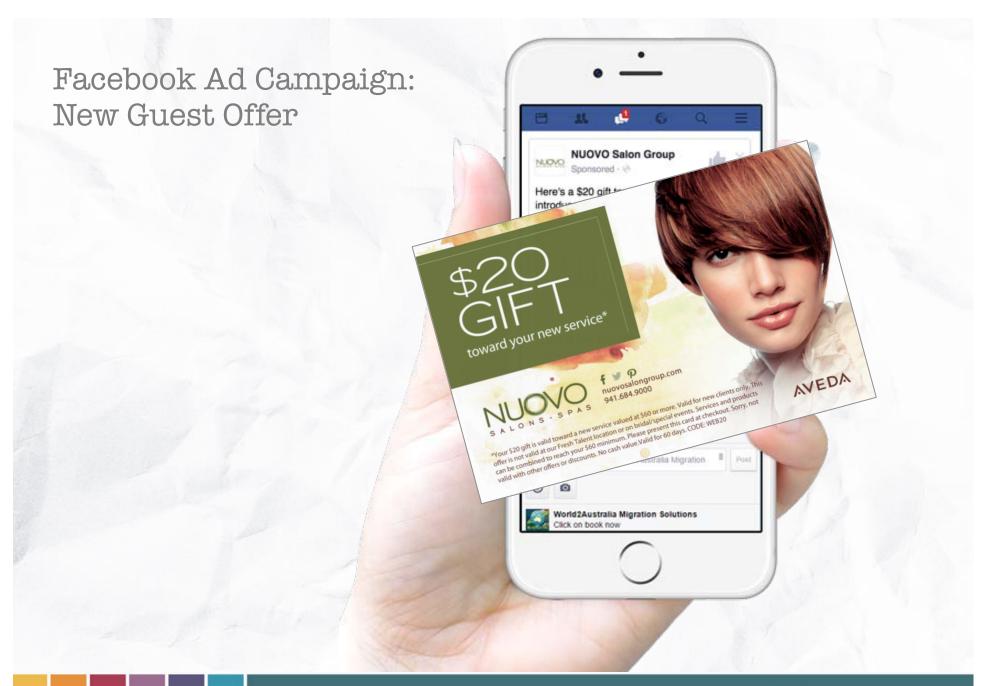
to Attract New Guests











Facebook Ad Performance: New Guest Offer



Facebook Ad Results: New Guest Offer

Promotion Tracking

Store name: Consolidated Chain Totals Report 03/01/2015 - 03/31/2015

period:

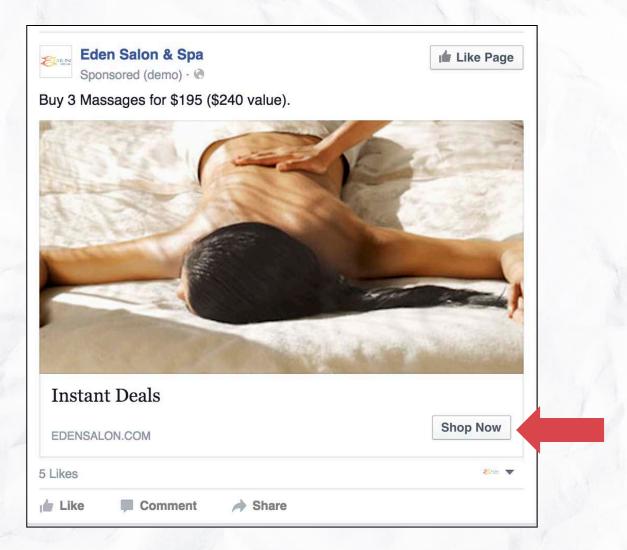
Promotion Code	Description	Total Clients	Service Sales	D
*CLIENT25REF	\$25 Gift Voucher for Referring a Client	3	0.00	
*NEW20WEB	\$20 New Client Card from Website	24	975.00	
*REFER20	\$20 to new client from referral	26	1,065.00	



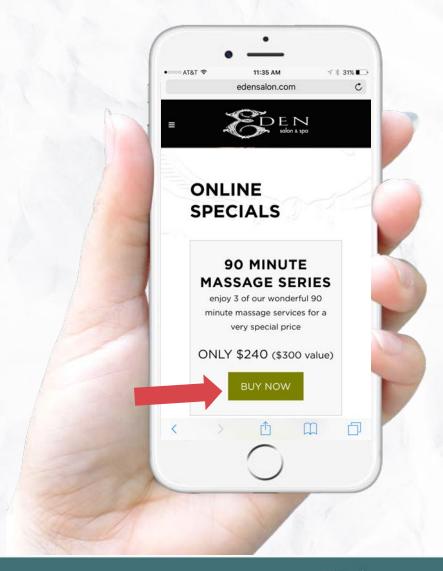
Results:

\$400 investment 591 Offers Downloaded 24 New Clients in Salon

Facebook Ad Campaign - Series Packages



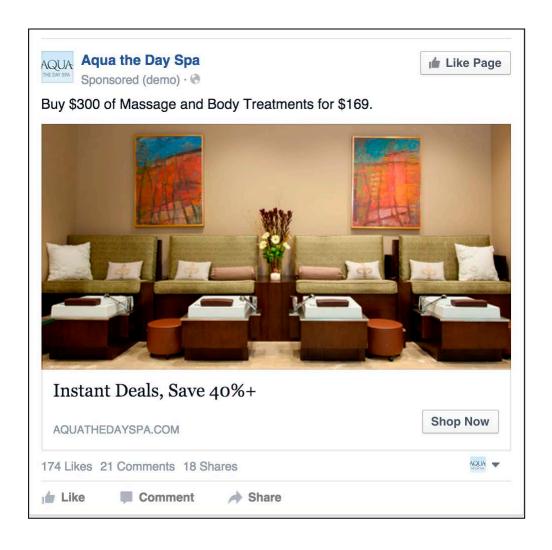
Facebook Ad Campaign - "Click to Buy" Landing Page



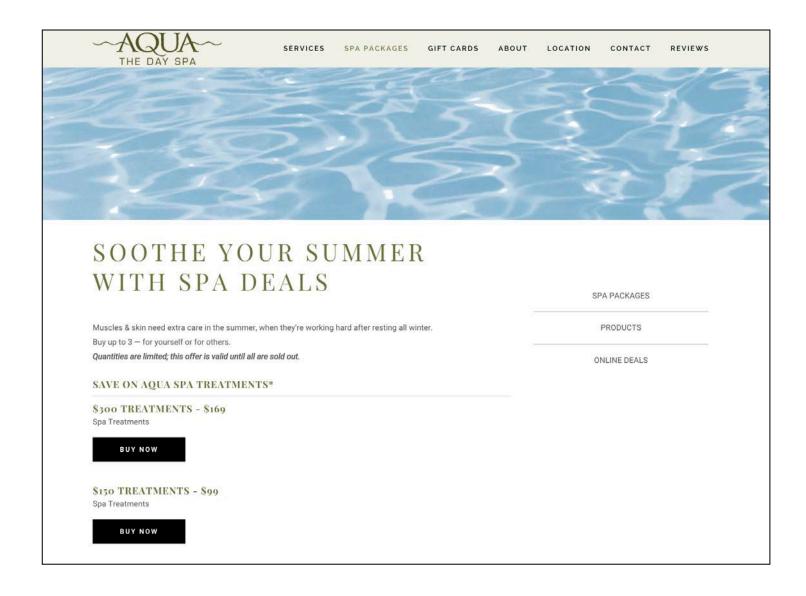
Facebook Ad Campaign – "Click to Buy" Results: Sold over \$4,000 in 2 days



Facebook Ads – Click to Buy Campaign: Group-Off

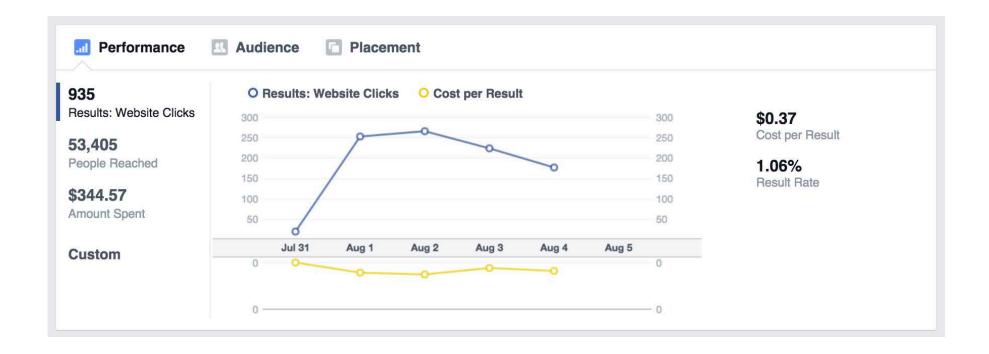


Facebook Ads – Click to Buy Campaign: Group-Off



Facebook Ads – Click to Buy Campaign: Group-Off

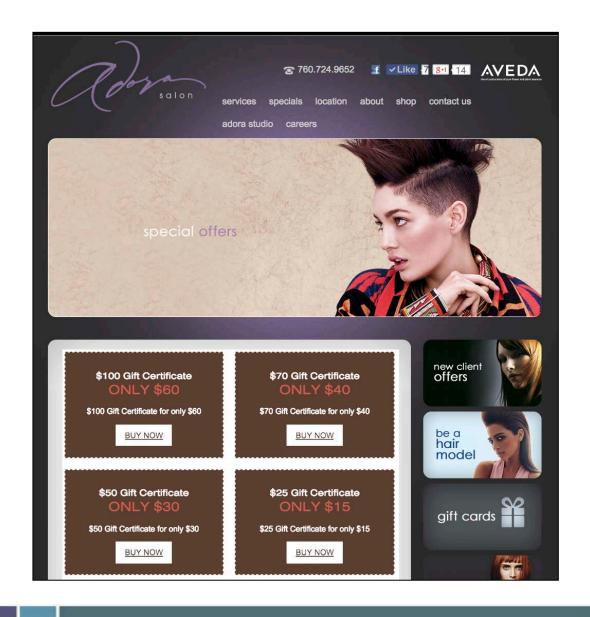
Sold over \$9,000 in 4 days



Facebook Ads – Click to Buy Campaign, Mother's Day



Facebook Ads – Click to Buy Campaign, Mother's Day

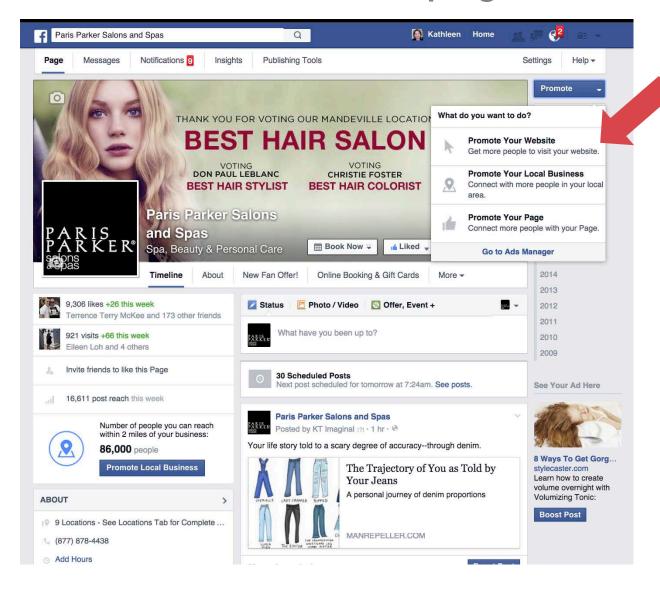


Facebook Ads – Click to Buy Campaign, Mother's Day

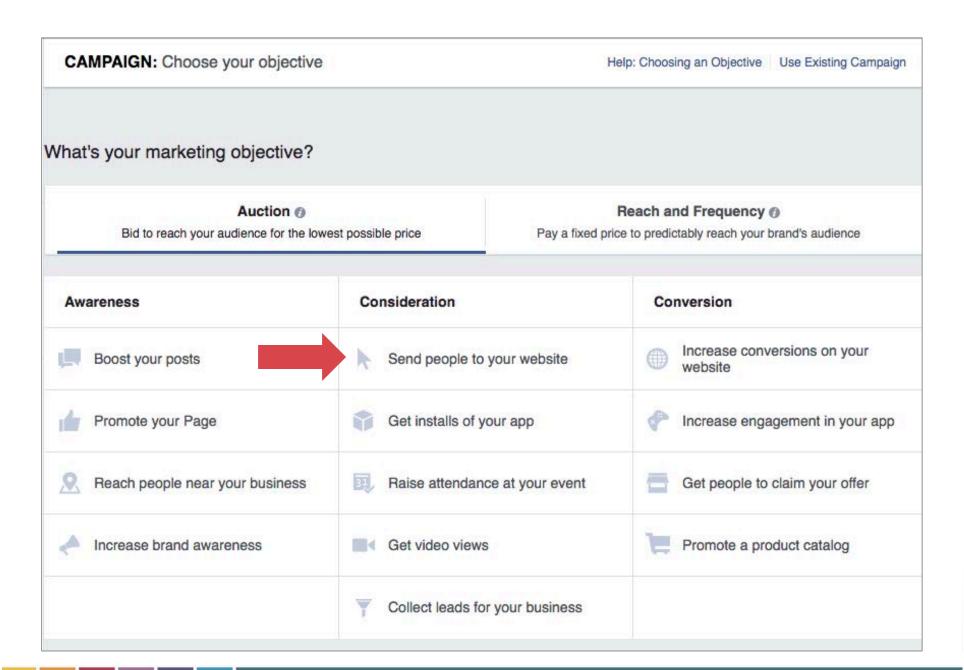
Sold \$14,700 in 5 days



How to Create a Facebook Ad Campaign









TRY SOMETHING NEW



\$20 GIFT FOR A NEW EXPERIENCE

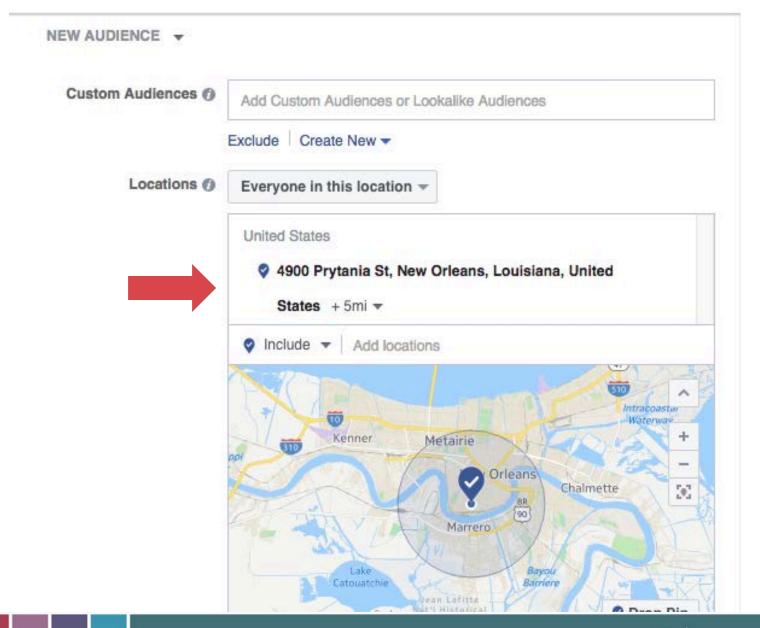
New to Paris Parker or interested in trying a new service? Download our \$20 gift and book an appointment today!

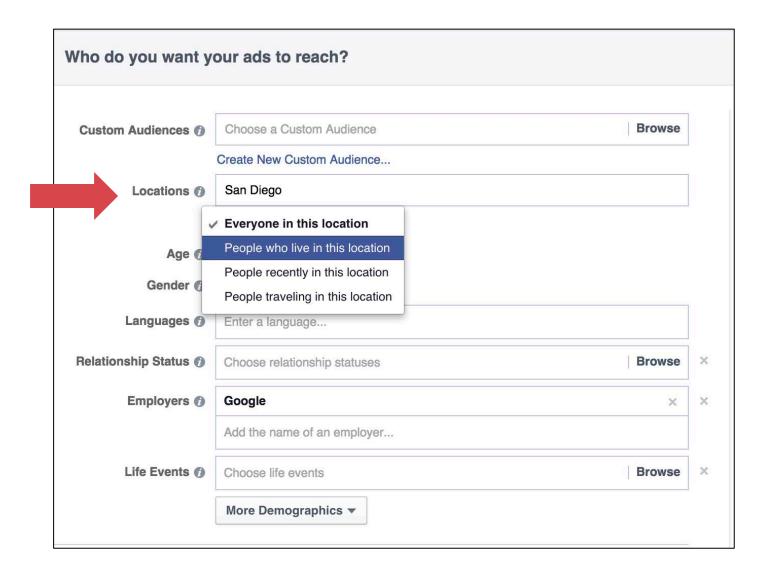
DOWNLOAD NOW

*Valid at Paris Parker Salon and Spa locations for local guests. Gift

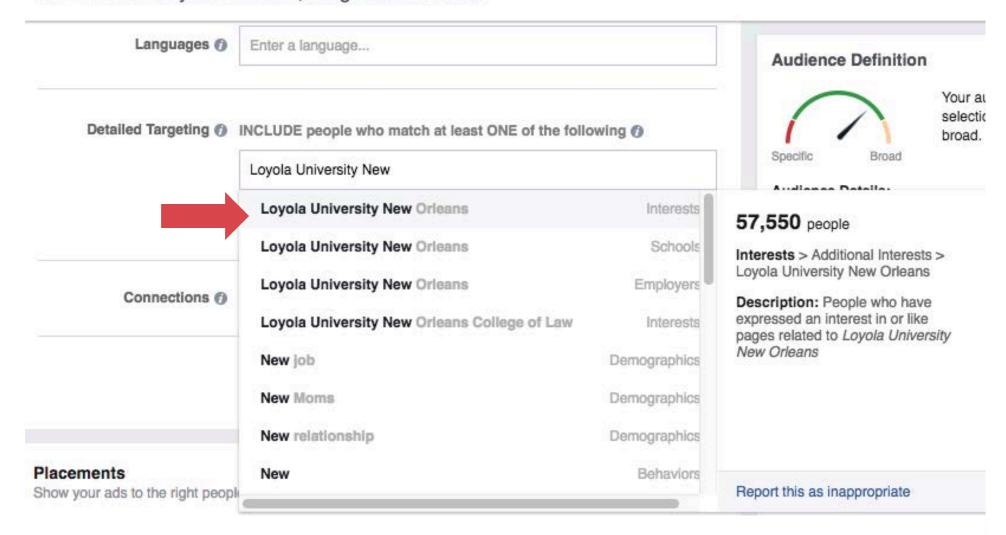


AD SET: Define your audience, budget and schedule

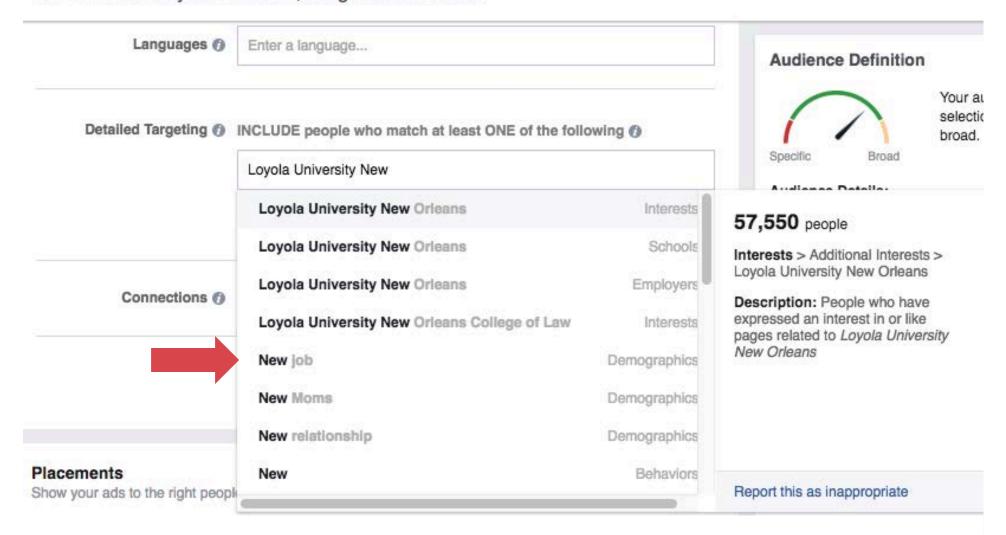


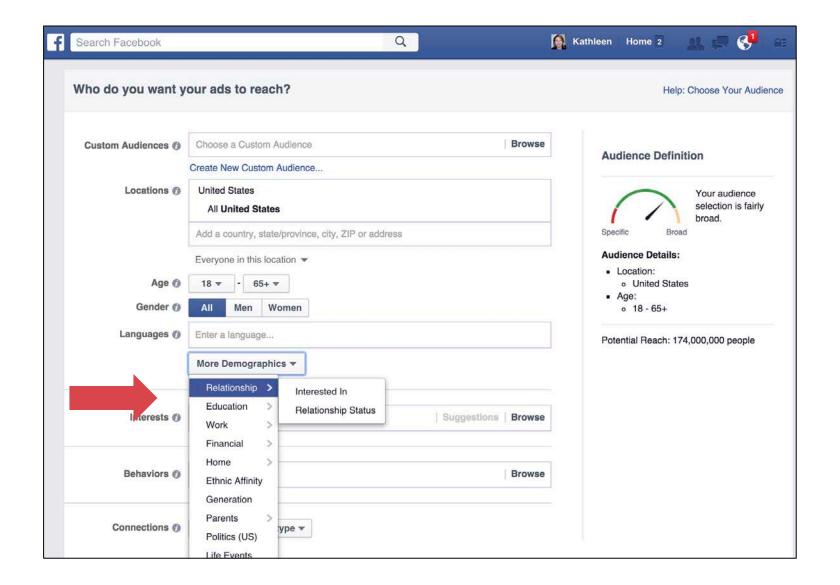


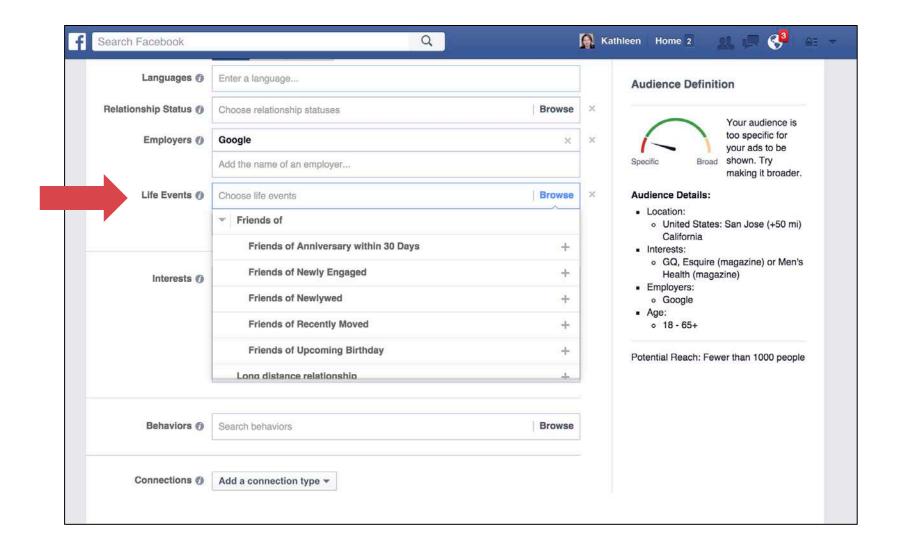
AD SET: Define your audience, budget and schedule



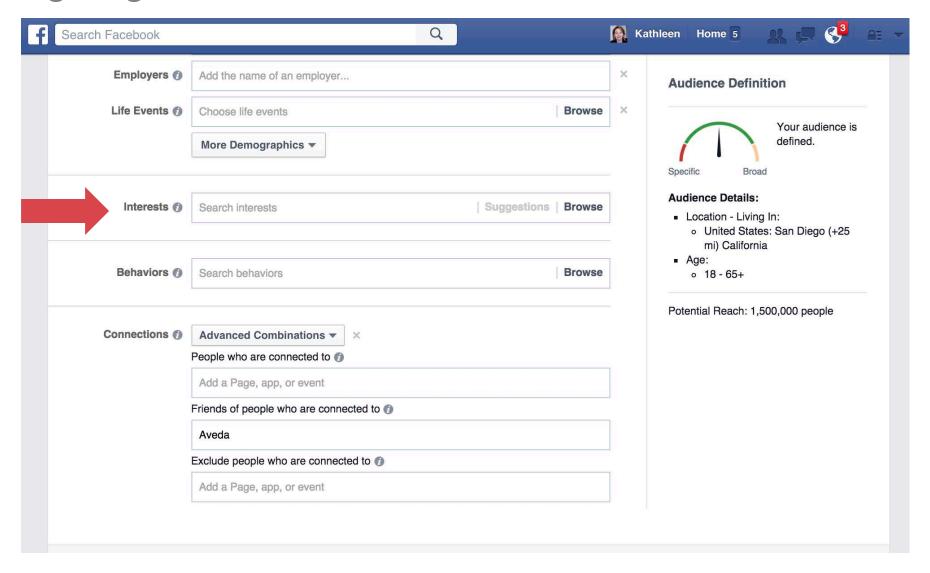
AD SET: Define your audience, budget and schedule

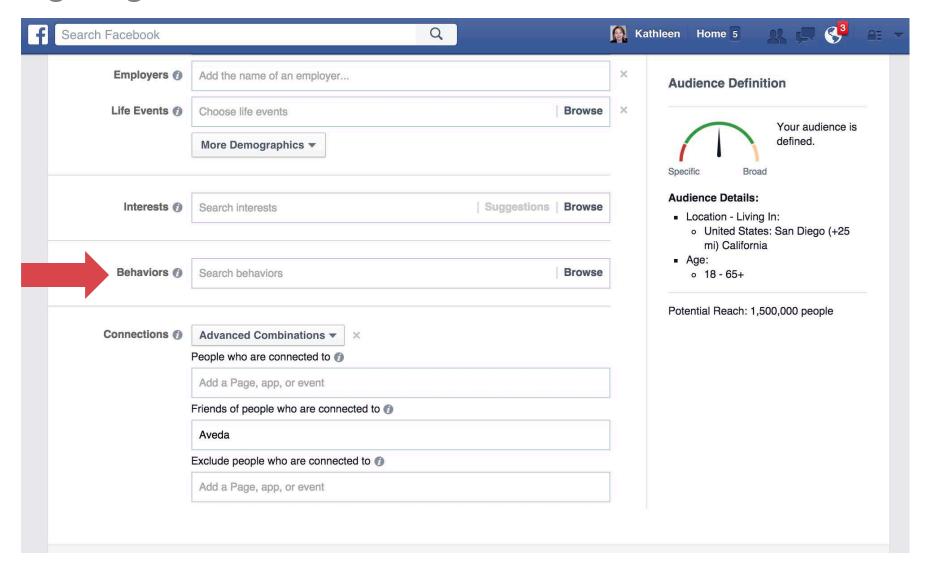


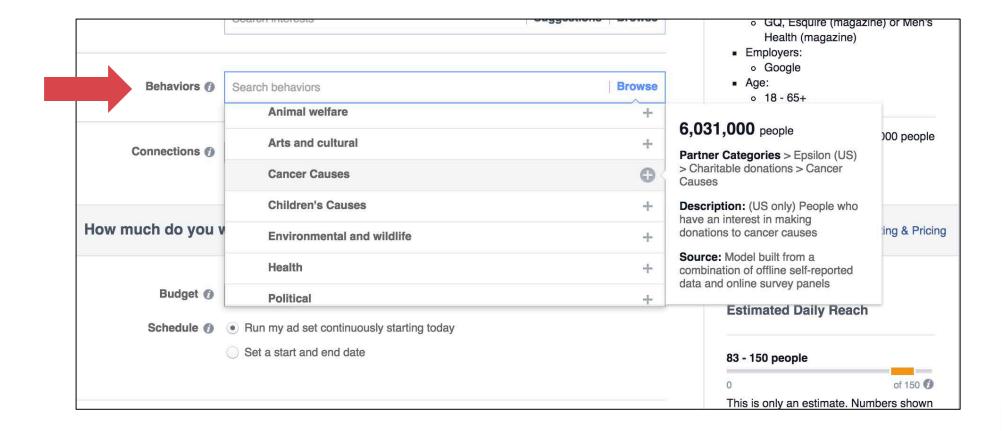


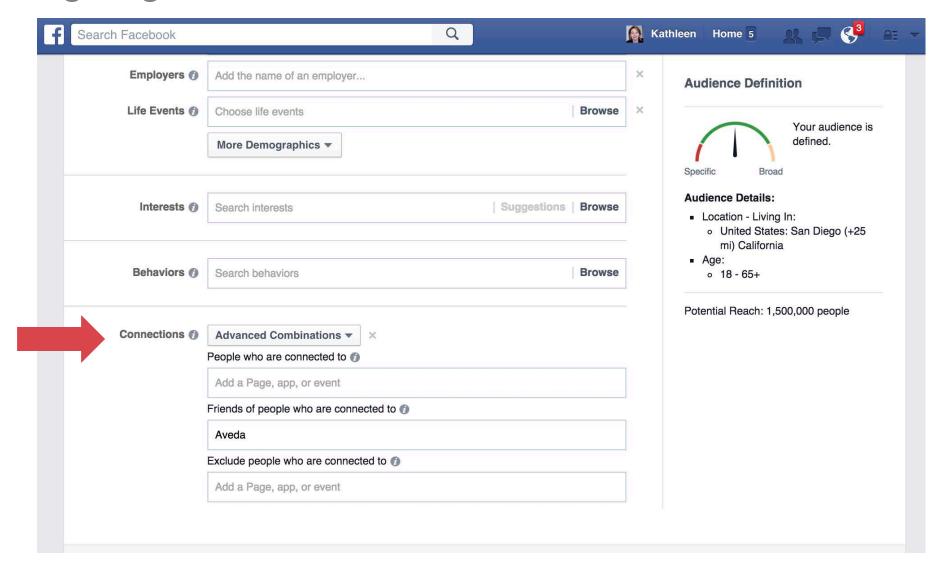




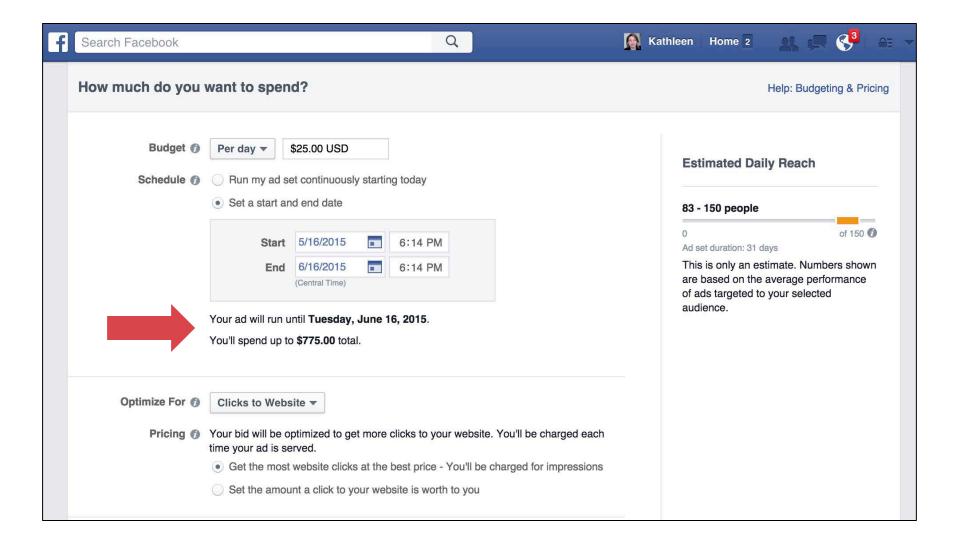




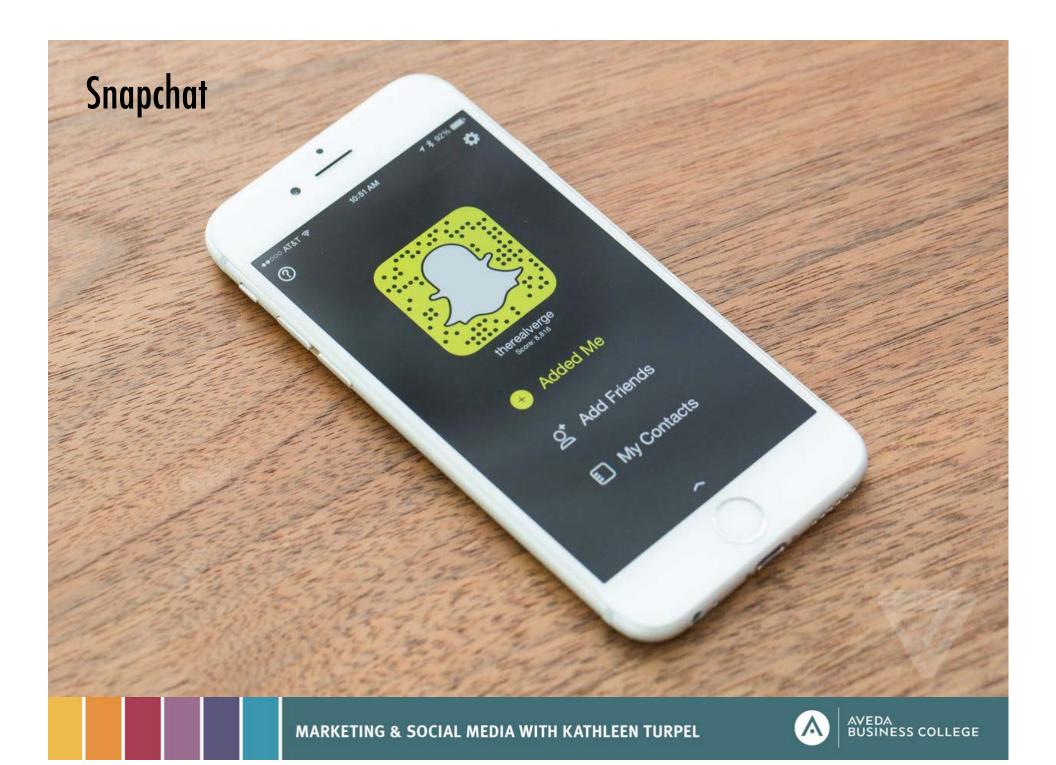




Pricing







Snapchat -Geofilter



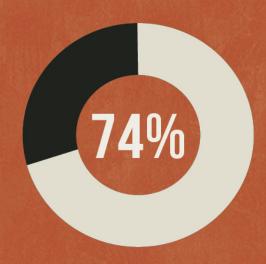


ONLINE REPUTATION MANAGEMENT



Users read online reviews before selecting a business

(e-tailing group)



Users say they will not select a business with a poor reputation

(Harris Interactive)



1 "star" difference in reviews results in 5%-9% change in revenue

(Harvard Business Review)

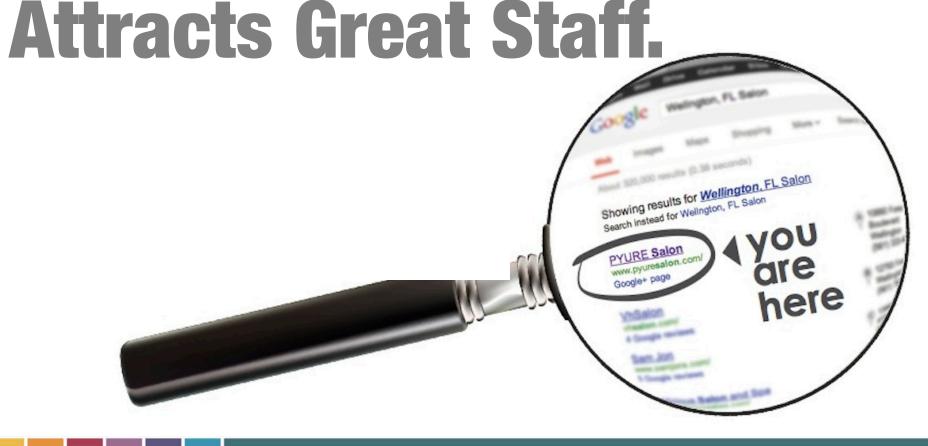


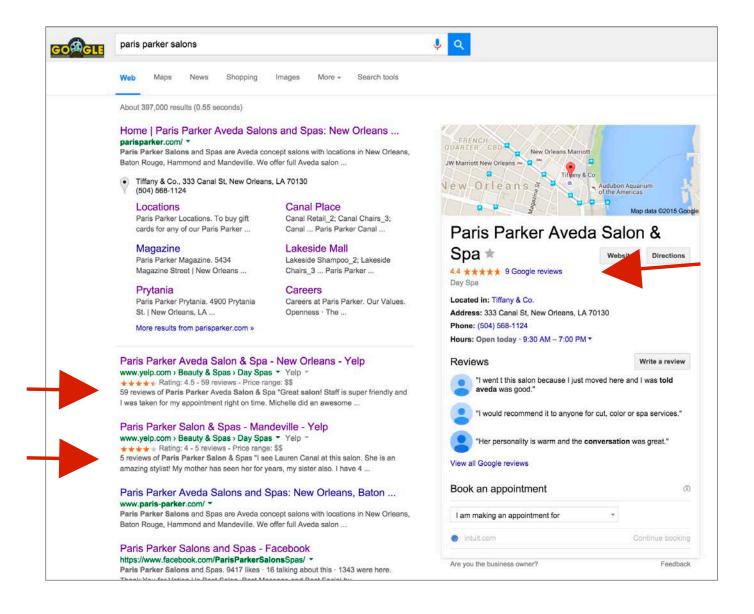
"I love review sites."

- said no business owner ever.

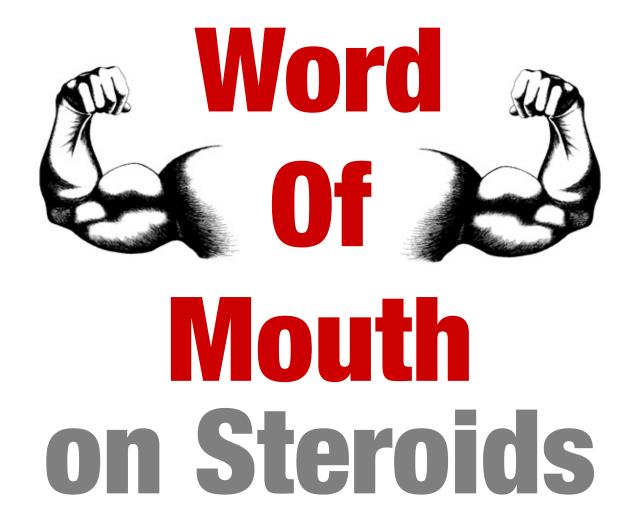


Improves Search Rankings. Attracts New Clients.





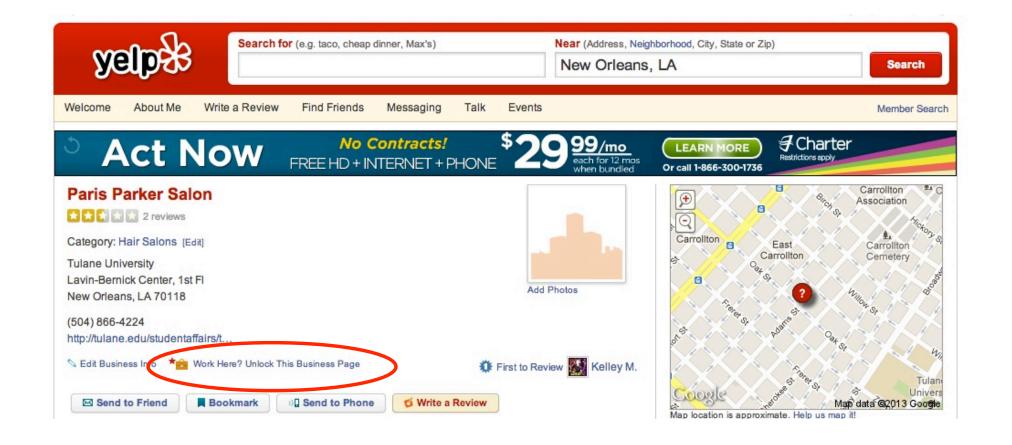




CLAIN.









Kenneth's Studio for Hair

kennethsstudio.com

*** 12 Yelp reviews

John Jay Salons

www.johnjaybeauty.com

12 Yelp reviews

Steven Sobel Salon

www.stevensobel.com

Salon Diversions

salondiversions.com

31 Yelp reviews

New Orleans Finest Hair Salon

Bing Local

The Retreat Salon

theretreatneworleans.net

Salon D'Malta

www.salondmalta.com

****** 8 Yelp reviews

Salon Du Beau Monde

salonbeaumonde.com

Lasalle Hair Salon

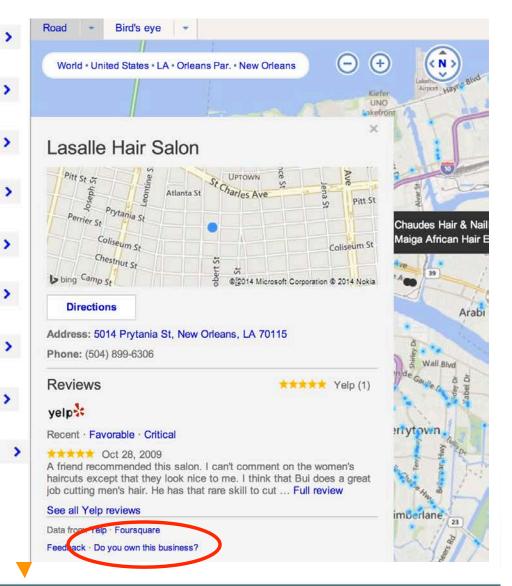
Bing Local

**** 1 Yelp review

G

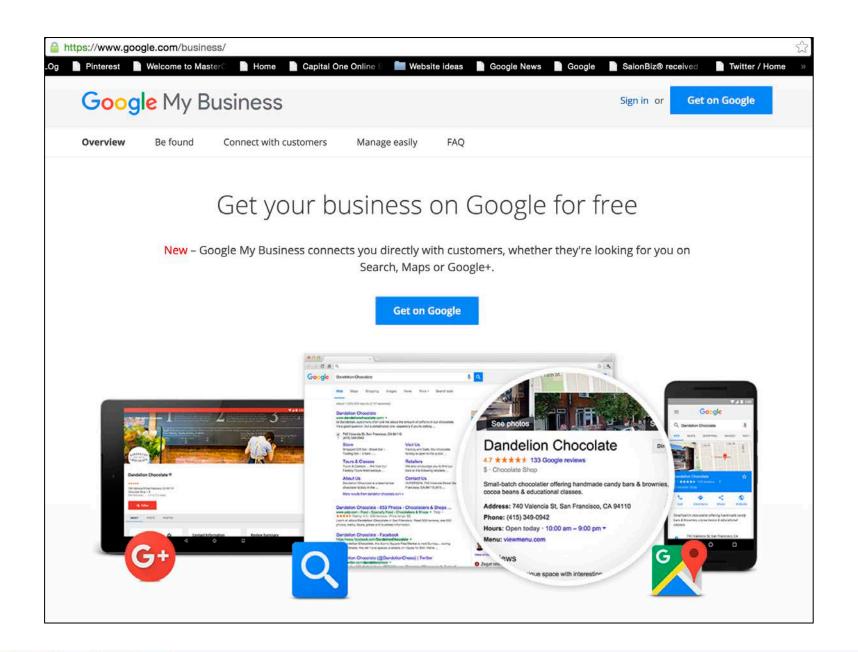
2 2100 Saint Charles Ave New Orleans, LA (504) 528-8585

- 3 7600 Saint Charles Ave New Orleans, LA (504) 866-2782
- 7818 Maple St New Orleans, LA (504) 866-1593
- 5 838 Royal St New Orleans, LA (504) 299-0040
- 6 2196 N Broad St New Orleans, LA (504) 875-4697
- 7 801 S Carrollton Ave New Orleans, LA (504) 866-7724
- 8 1233 Decatur St New Orleans, LA (504) 565-5555
- 9 810 Saint Charles Ave New Orleans, LA (504) 568-0050
- 5014 Prytania St New Orleans, LA (504) 899-6306







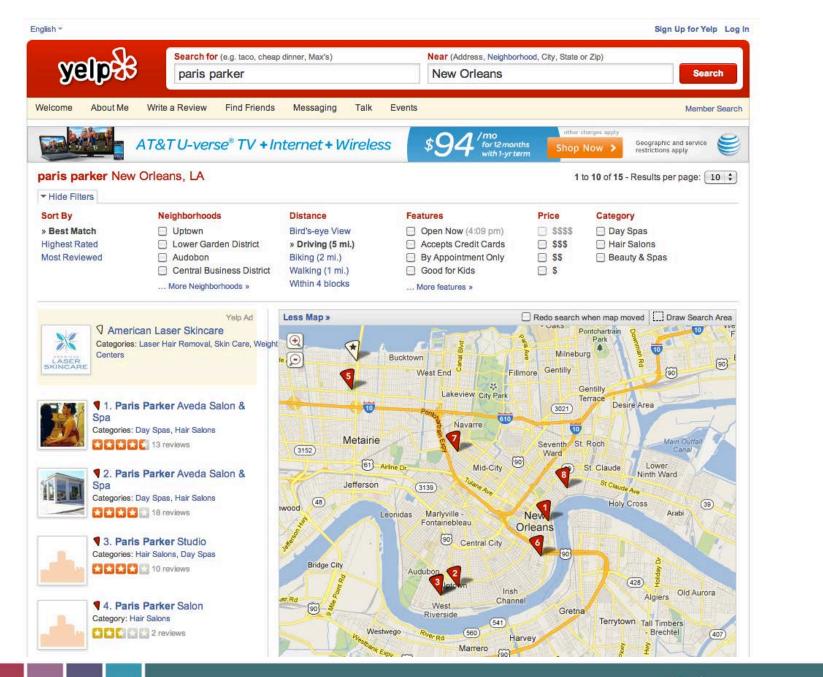


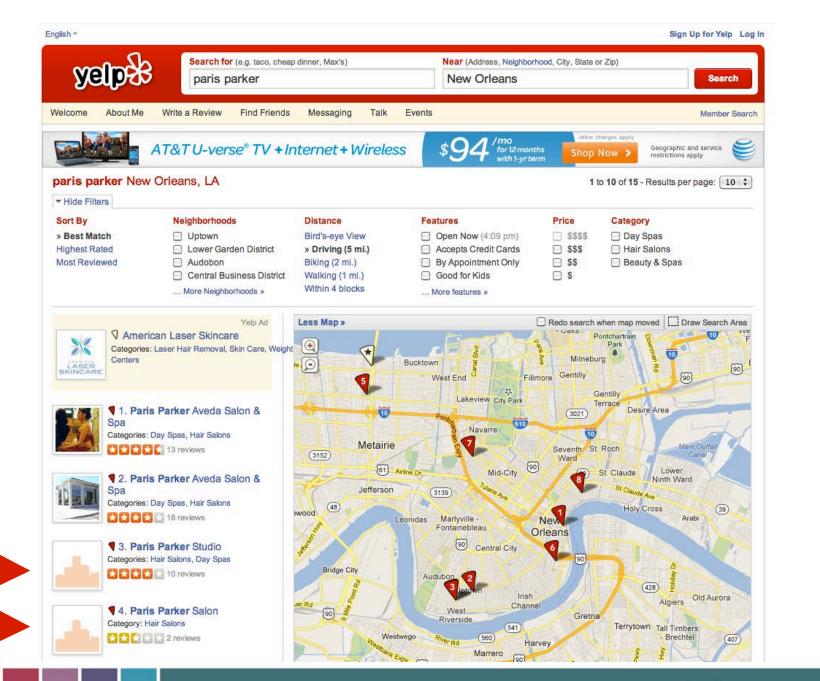
NAP



Consistent NAP

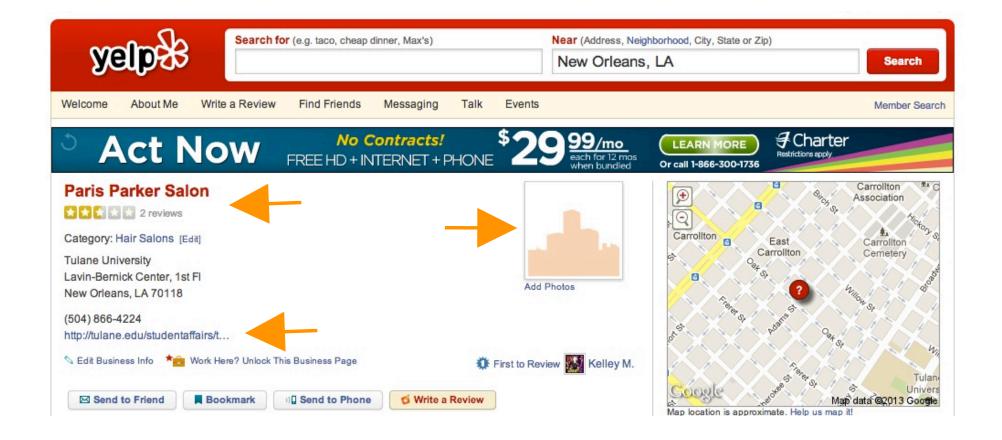
Name, Address, Phone Number



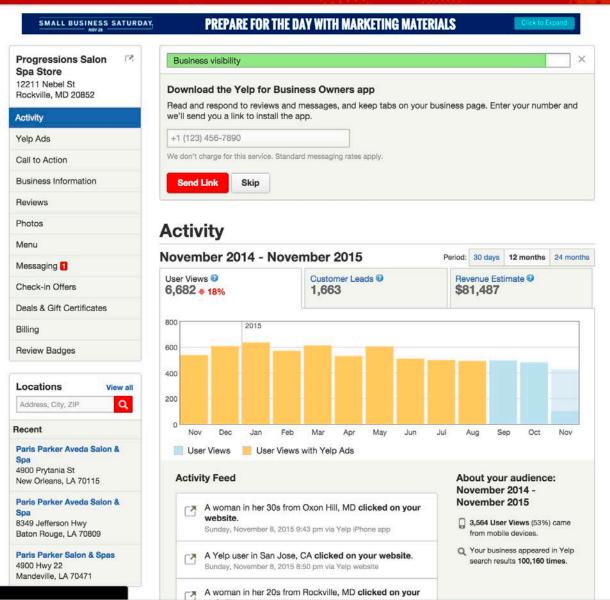




CORRECT & CONSISTENT - NAP

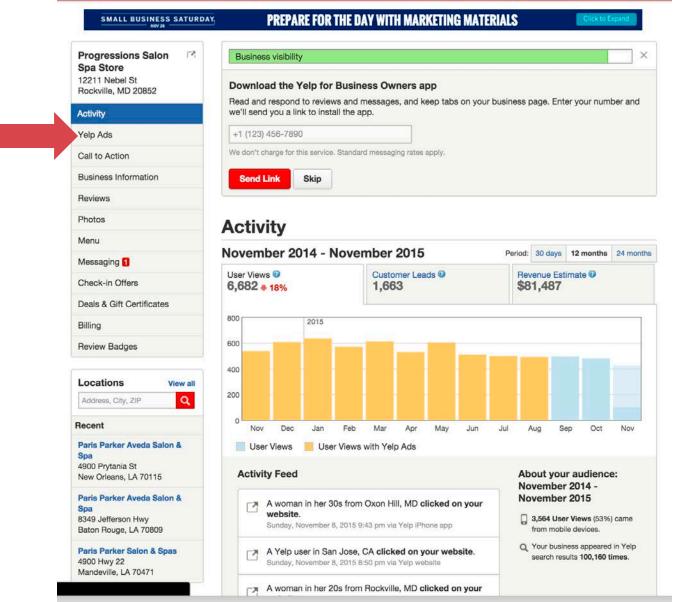


BUSINESS DASHBOARD





BUSINESS DASHBOARD



AUDIT QUARTERLY Minimally



RESPONDING to REVIEWS



I don't know why people rate this place five stars, this place certainly does not deserve it.

I read... Read more



9/27/2012 - Hi "Rosemary",

Thank you for your glowing review!

Let me start by saying that I do not appreciate you calling any member of my staff a BXXXXII or RUDE. We make it policy to make sure we don't hire anyone who fits that description and so far we have done a good job at it. We take pride in our great customer service, great haircuts, and the atmosphere we have created for our clients. At this point, I would normally offer an apology or a chance to correct your haircut, but YOU are not deserving of one or the other!

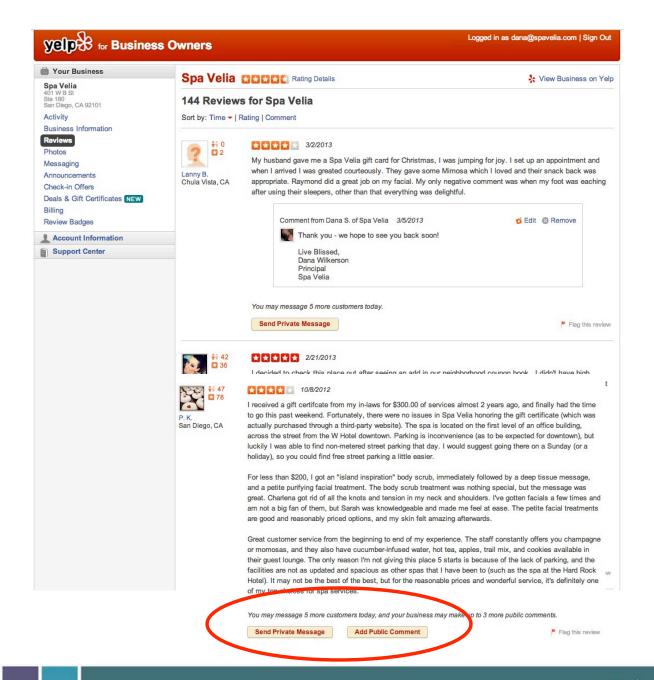
Thus far we have deserved every single review we have gotten, including some of the not so good ones, and we have done our best to correct all issues that have come up. YOU are just being hateful and unnecessarily rude! I will not dignify your review with anything else!

Goodbye and good riddance! Read less

How would you handle this in the salon?

TAKE A BREATH...

CONSUMERS ARE SAVVY.



RESPONDING to REVIEWS





Utterly disappointed with the level of "service" I received from Paris Parker Canal Place last week. I've always gone to Aveda Salons (which is why I picked PP) and have never had a bad experience. I booked my appointment for an all over hair color online. I had to book the last appointment of the day, as I am a working individual...apparently that was the first mistake.

When I arrived at the salon I was greeted by an unmannerly receptionist who told me my stylist wasn't ready and to "just wait." I wasn't granted the opportunity to fill out the welcome sheet and pick my two freebles. I waited about 15-20 minutes after my appointment time before I was acknowledged by my stylist. I showed her a picture of how I wanted my hair colored and told her how my last stylist achieved the look. Without asking any questions, she went to the back and started mixing colors.

While she was coloring my hair, she noted that she would probably have to stay way past close because my hair was so long. Luckily for her, I was getting my hair colored so instead of providing the services I usually receive while my hair is processing (make up touch up, hand massage, etc.) she was able to do all of her closing side work. I think the most contradictory part of getting my hair done here is when she actually told me that Paris Parker Canal Place is known for its terrible customer service. Ironic right?

Once my hair was done processing, I received an ice cold hair wash. My stylist put some product in my hair and then left me sitting in the sink for 5 minutes while she ran around and did some more side work. I'm assuming she was letting the product process, but I have no idea. I was just left to sit uncomfortably in the sink with no explanation.

My hair color turned out fine. Not, exactly what I wanted, but how was she supposed to know what I wanted when she didn't ask a single question. The cherry on top was returning home and realizing that I had hair color ALL over my face. Most salons have a product that removes this from your face and most stylists notice it before you leave the salon, however, I was left scrubbing my face raw at home trying to get black hair dye off of my face.

All in all, I paid \$200 for a service that would have been more pleasant at Great Clips. I spoke to the manager on duty who graciously offered me a free manicure. No thanks. I will just take my business elsewhere and make sure anyone who asks does the same



Comment from Kathleen T. of Paris Parker Salon & Spa Business Manager

3/23/2016 • We are so sorry you had this experience. Our intention is to always care for the guest. At the end of your work day - our team had the opportunity to nurture and de-stress you. It seems this was an epic fail on our part. We are especially concerned that you did not receive the complimentary AVEDA rituals that are at the heart of our services. This is not the norm. We have reached out to you privately if you are willing to discuss this further. And thank you for letting us know about this. Read less



RESPONDING to REVIEWS









Two and half stars. And mind you, this is more a review of the salon than the stylist. The young woman who cut my hair was amiable and capable---and she came to me highly recommended by a regular client--- but I got the distinct impression that this place was the "puppy mill" of haircuts if, like me, you're a middle-aged man. "He's a 40 year old guy, how hard can it be? Put a bowl over his head, get out the clippers, done." To the stylist's credit, she did an okay job, but sixty dollars---this includes tip---for twenty-five minutes is a bit excessive. No. she didn't butcher me. I blame more the pace and atmosphere of the salon. The stations are clustered so close together that I had to finagle my way through sideways. Everything is "Move, move, move, I have a five o' clock in ten minutes!" You can't scratch your ass without knocking someone on the underside of the jaw. All the stylists are wearing black, some kind of Orwellian nightmare. The company's mission statement is painted in pie-sized letters on several of the walls. I was reminded of the 1984 Apple Macintosh commercial. Underneath the odor of hair products there was a faint aroma of kale. The receptionist looked like she wanted to murder my dog for no reason. Yeah. So there you go.



Comment from Kathleen T. of Paris Parker Salon & Spa Business Manager

12/5/2014 • I am so sorry you were not happy with your experience at our Prytania location. And thank you for taking the time to give your feedback. We are normally a very busy salon, and with this being our busiest time of year - we agree it may have felt too crowded for you. And, if you felt rushed in anyway that should not have happened. Our goal is to give every guest time to breathe and relax - you should have received a stressrelieving hand treatment, a relaxing shampoo, and been offered some comforting tea or water. That does not seem to be what happened with you. If you are willing, please contact the manager at the Prytania location so we can get more details and hopefully improve our service. The manager is Tiffany Delaune and can be reached at tiffany.delaune@parispar...

A far as the Kale smell goes, I am not sure about that - we are an AVEDA salon and AVEDA is known (and usually loved) for its aroma. The ingredients are naturally derived - even the hair color. That also explains why our AVEDA mission is posted many places - it's important to us.

Regarding price - our men's haircut prices range from \$30-\$100 it all depends on the stylists experience and mastery level. If you think you might want to try us again - just let us know the price level you are comfortable with, or you can even book online prices are clearly indicated for each stylist. Thanks again for giving us feedback, we'll do our best to improve what we do. Read less



Tips to respond.

Keep it short.

Keep it real.

Be nice.

Thank them and be gracious.

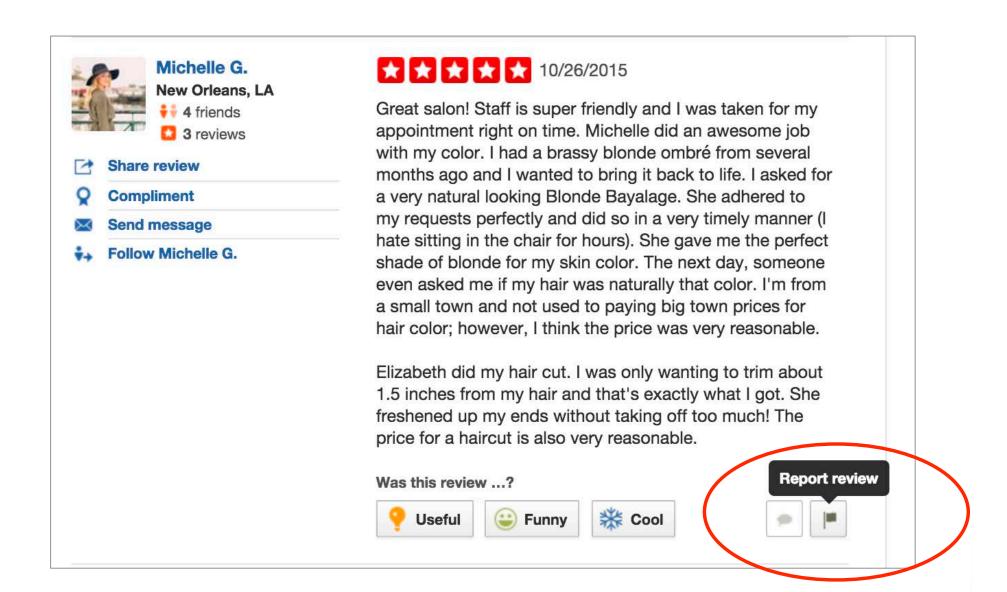
Say you'll look into it.

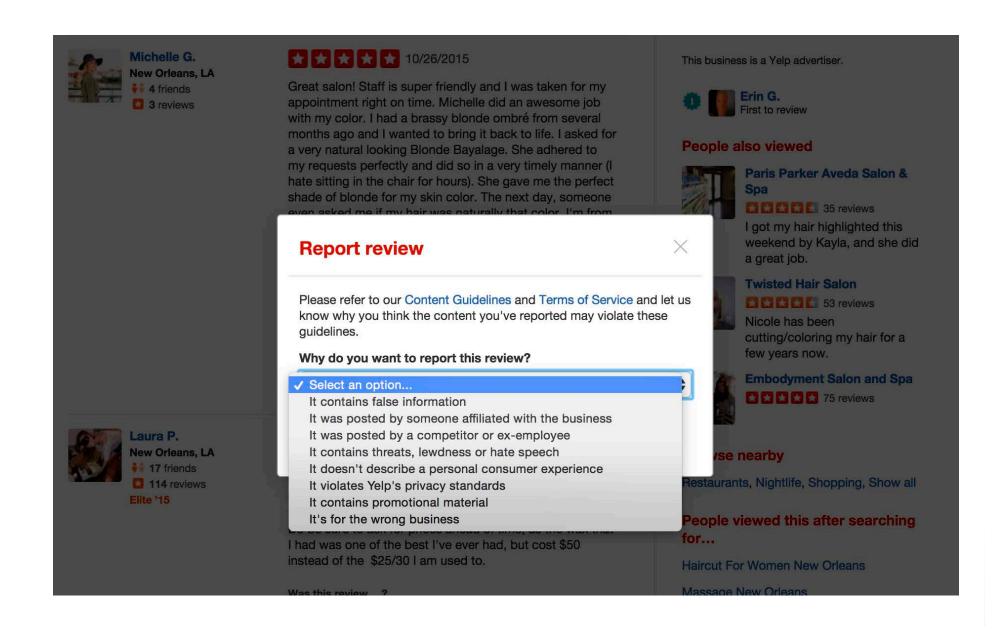
Acknowledge the truth.

Say you can do better, and usually do.

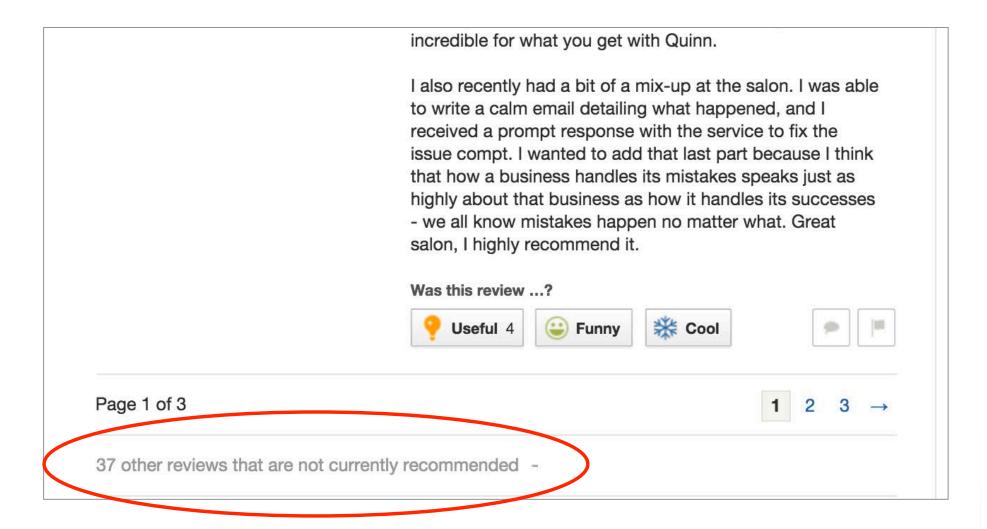
Take if off line.

No Gift Certificates





Why do some reviews disappear?









WHY DO REVIEWS GET FILTERED?

- # of reviews
- # of connections
- traffic habits
- violation of terms of service

Filtered Reviews do not get averaged into your star rating.



Boston University Study Showed

GROUPON

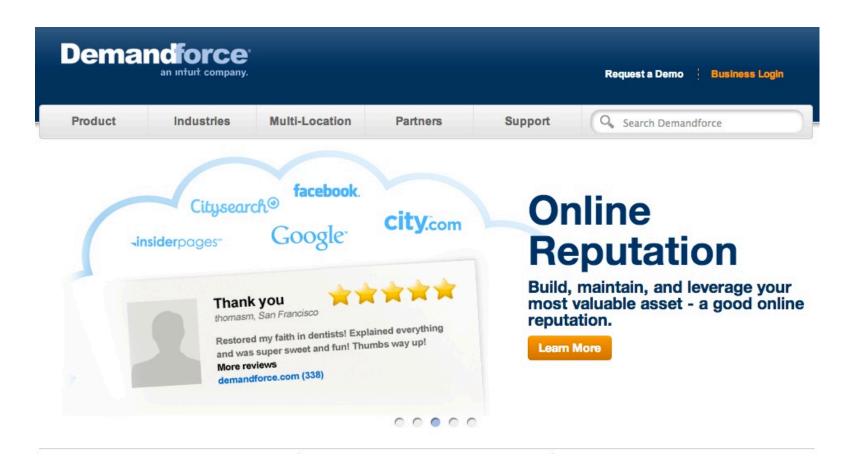
Lowers Your Star Rating

Best way to combat Negative Reviews is to everywholm them with

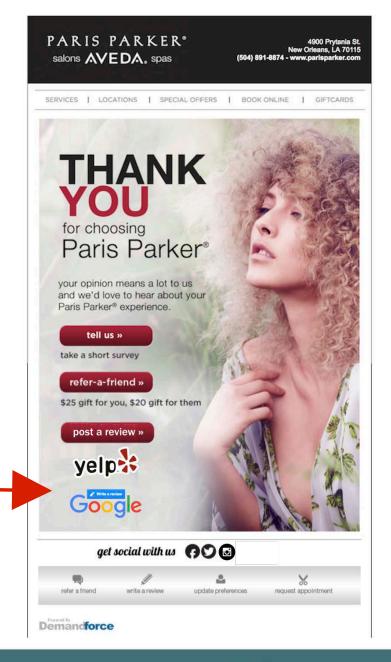
is to overwhelm them with Positive Reviews



Prompt Positive Reviews

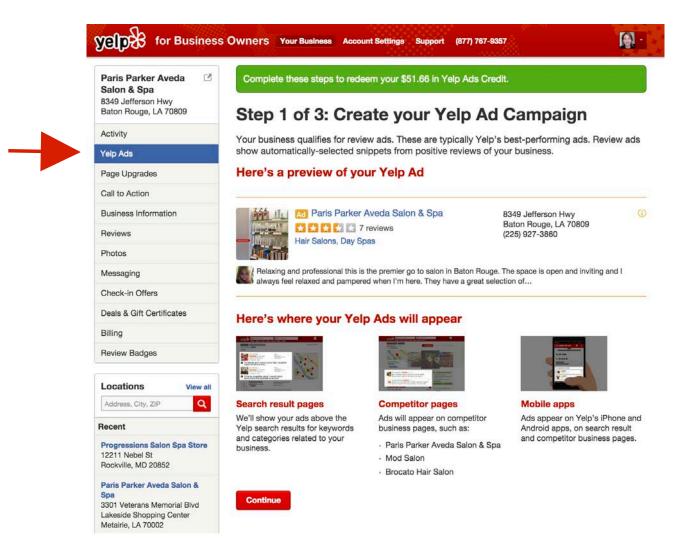


THANK YOU EMAILS

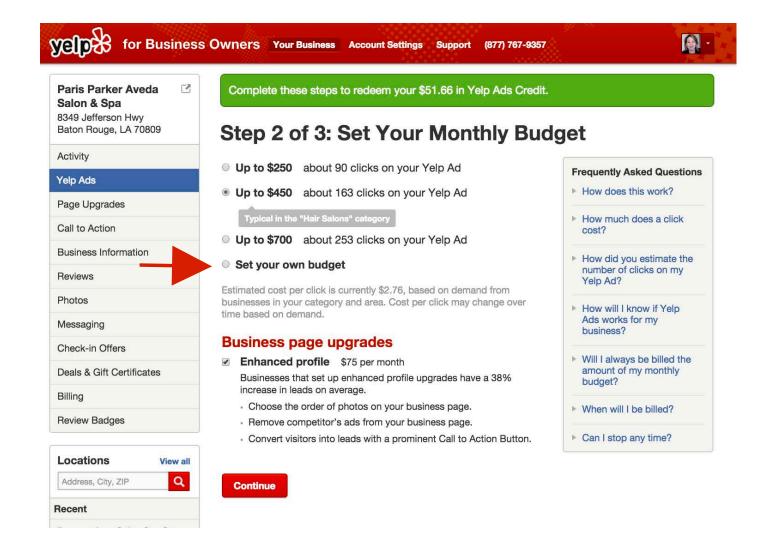




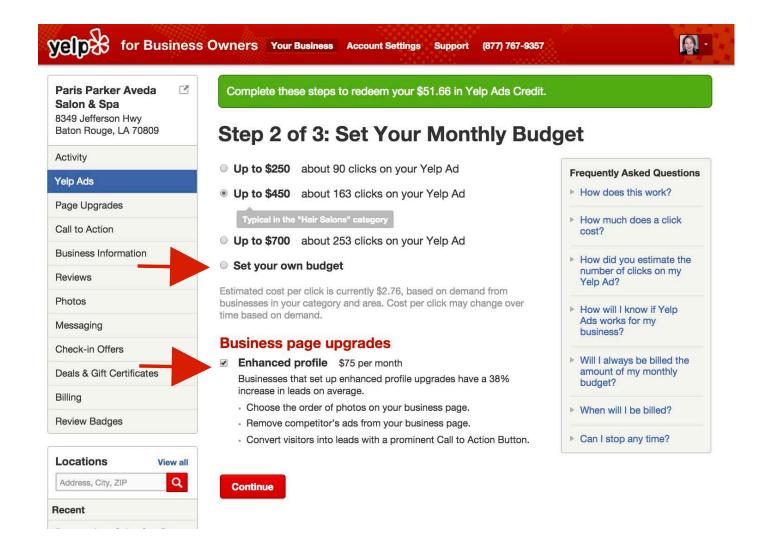
Yelp Advertising



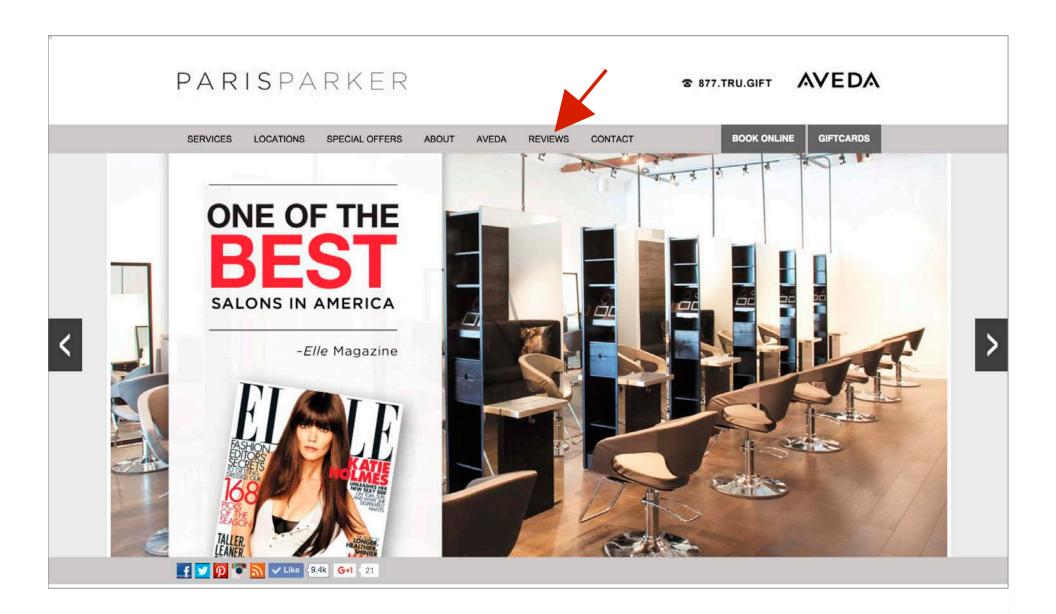
Yelp Advertising



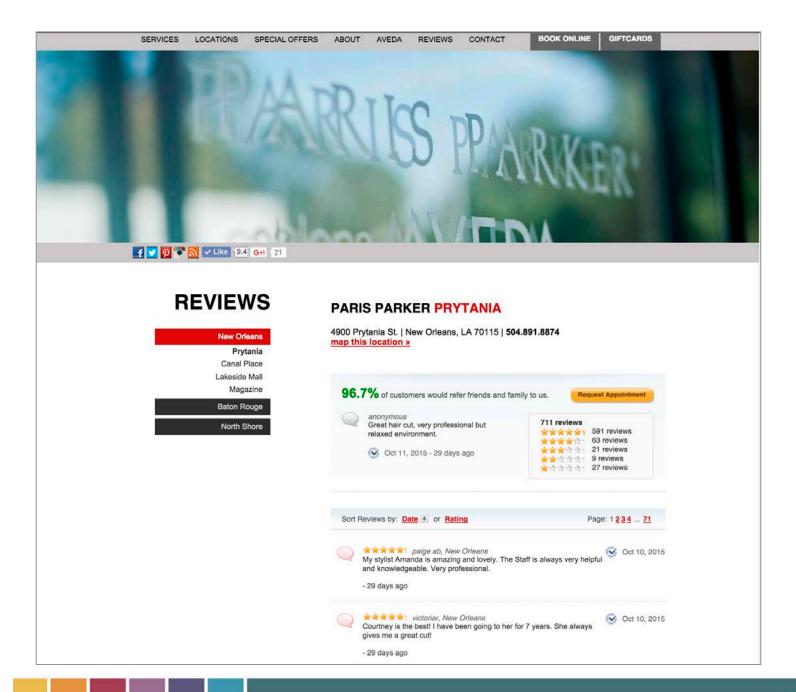
Yelp Advertising



Now... Leverage Your Reviews







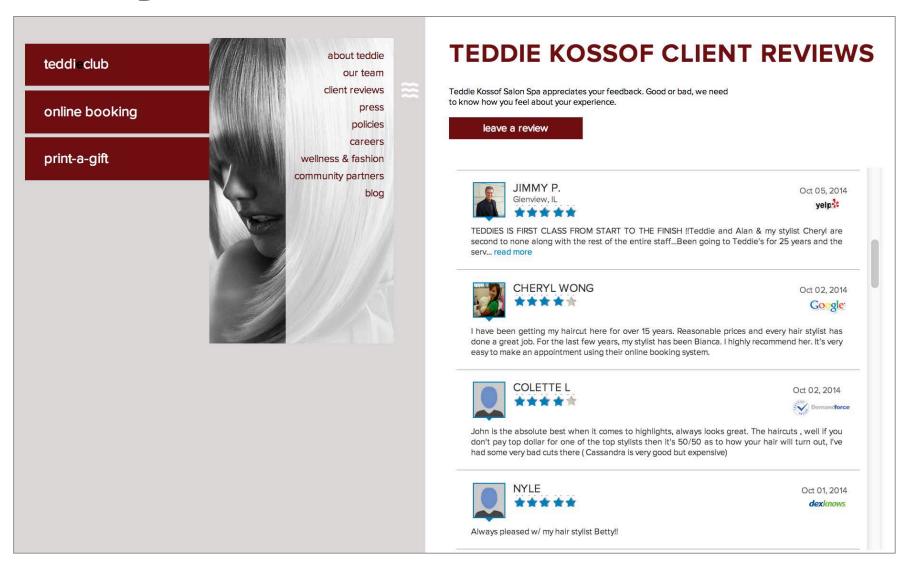
Live Review Feed



Birdeye: Aggregates and filters Reviews



Birdeye: Filters & Monitors



Share online.



Paris Parker Salons and Spas

Thank you for taking the time to give Garland kudos, Caroline! We think he is pretty special too.

"I love Garland Tullos!! He is the most amazing colorist. Besides his great talent, he's wonderful to be with. He's truly lovely." - Caroline E E



Share with Your Team.







I decided to check this place out after seeing an add in our neighborhood coupon book. I didn't have high hopes, but I was having a nasty headache and needed some relief, and the price was decent, so I figured what the heck and went to try it out....and I'm so glad I did! This is my new favorite place to be pampered. The rooms are clean and comfortable, and the staff are friendly and really know their stuff. The price is also amazing. I cant wait to return back!



BLOGS



THE INFLUENCE OF BLOGGERS

66% OF BLOG READERS

SAY A PROMOTION OR BRAND
MENTION BY A BLOGGER INFLUENCES
A PURCHASING DECISION

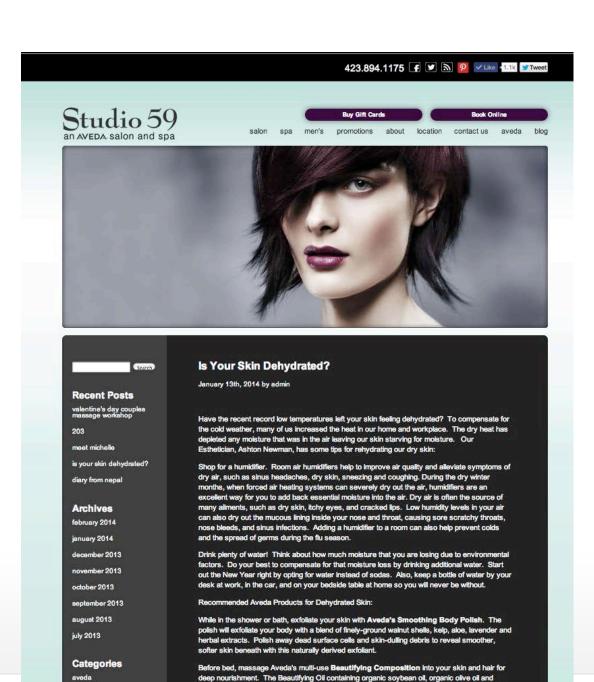
This is especially true for 18-34 year olds (81%) and moms (74%)

62% of people frequently or occasionally follow their favorite content sites on Facebook, Twitter and other social media

Blogs: #1 Recommendation from Search Experts

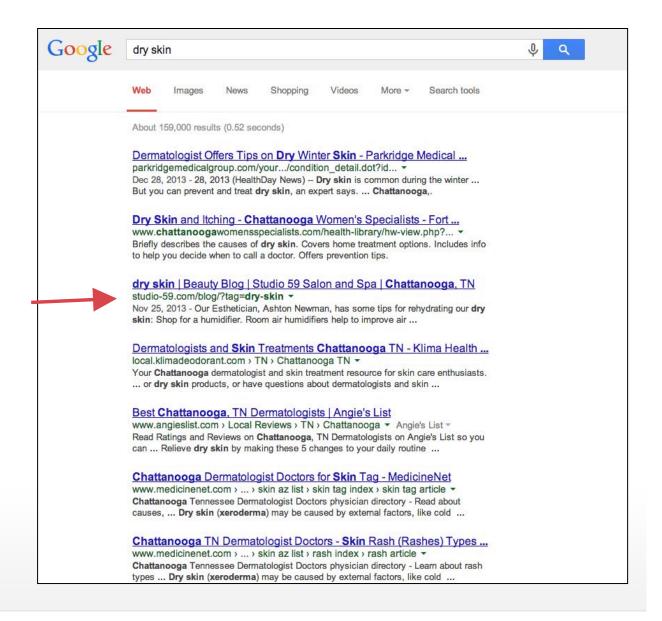


Blog





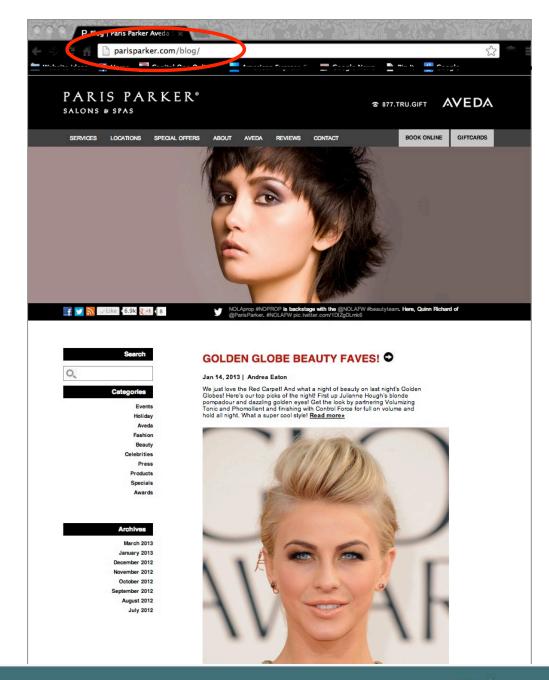
Blog





YOUR BLOG

integrated with your site.





Write about





Answer Problems





Use Keywords

EW

Local Blogs

mily Unkle

3.07.2014

MY FIRST TIME: SALON STYLE UPDOS











photo by Jaime Smialek of Our Ampersand Photography

I BELIEVE THAT

creative expression is good for the soul, particularly for the people that are wired to live and breath it. I'm one of those, and this is my creative space. Raised on a farm in the dreamy woods of North Georgia, I now live in a charming little neighborhood in Chattanooga, TN (via Spokane, WA). I married my first love bearded, cigar smoking stud),



Emily Unkle

3.07.2014

MY FIRST TIME; SALON STYLE UPDOS





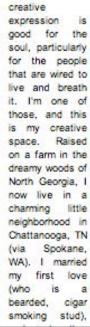








Share On Facebook Email



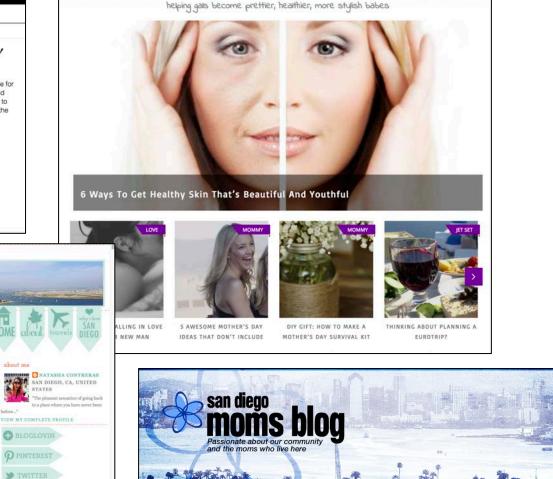
Find Bloggers





EAST VILLAGE TAVERN AND BOWL + GIVEAWAY!

Local Blogs



ABOUT

SAN DIEGO

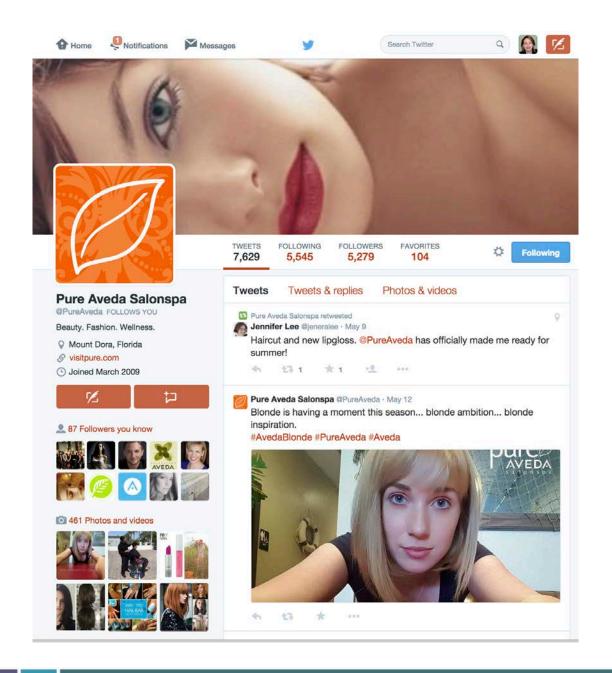
LIFESTYLE -

grab my button!

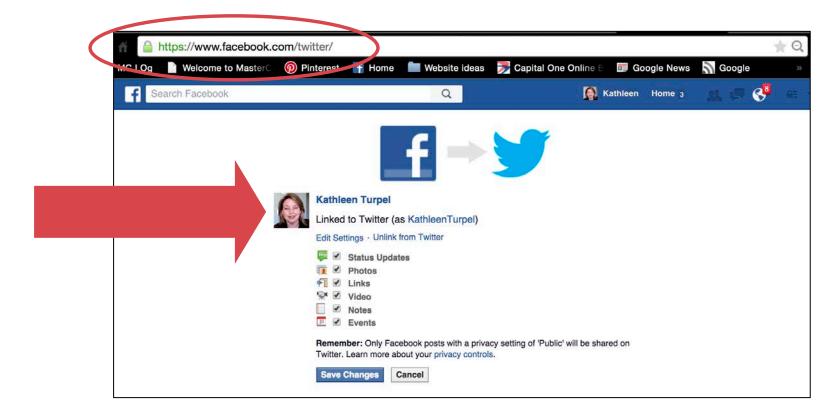
Oubry

Twitter





Link to Twitter



Make sure you are logged in as your salon.



Pinterest



Pinned by Lindsey T onto Belly Delights



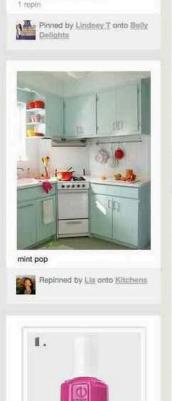
ectly pink

Pinned by Lie onto Bedrooms



es me want to move to LA. Love hoes, and the turquoise and red

Pinned by Lin onto Homes



Essie's Secret Stash

Pinned by Lin onto Nail colors

chocolate mousse cake









bonjour.



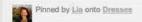


Pretty sugar cookies





Pretty red party dress

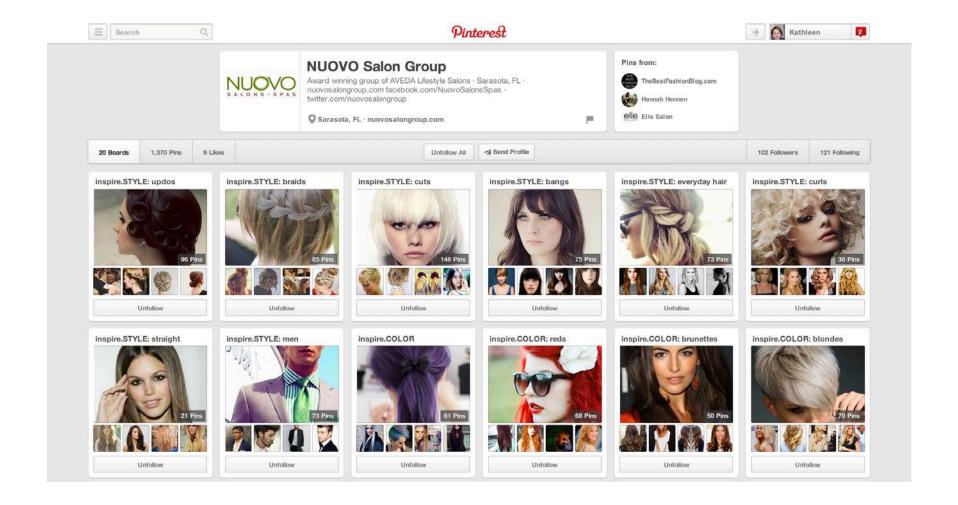




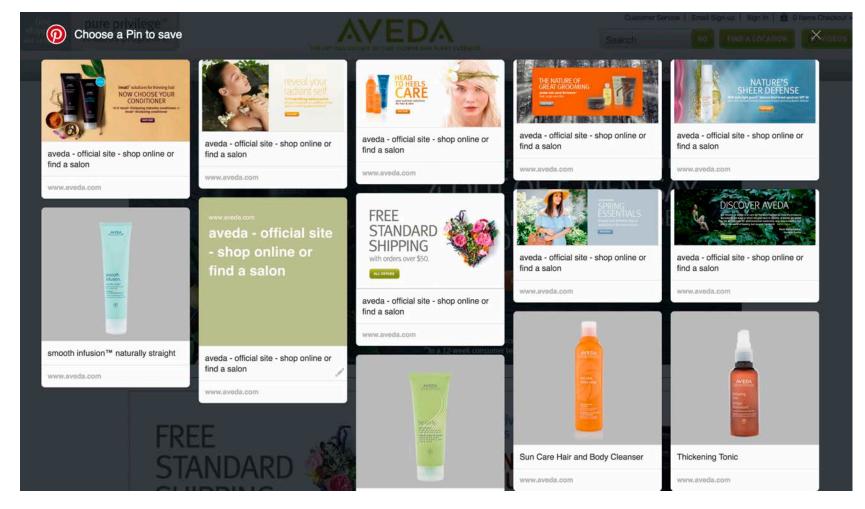


Grey lamps, simple headboard

Pinterest







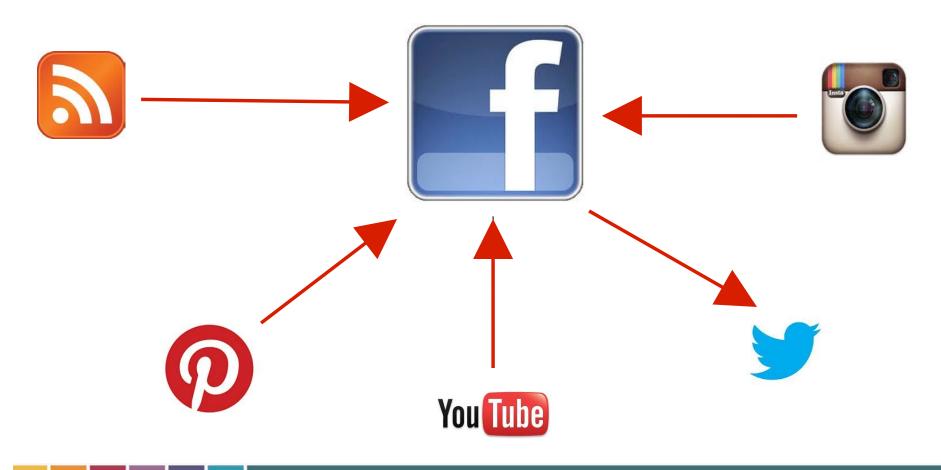
Don't Upload it, unless you Own It. Only Pin Photos.



The Biggest Barrier



Share Content



Recycle Content





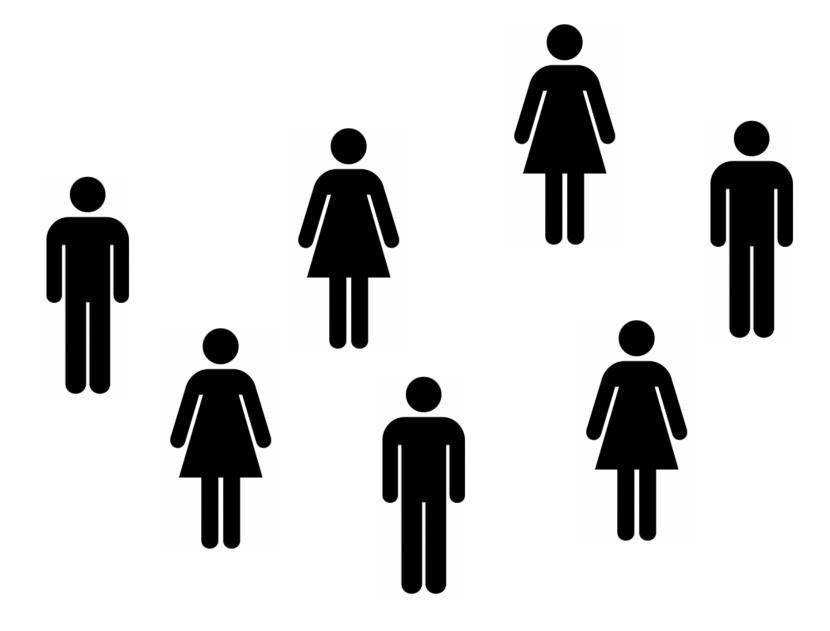


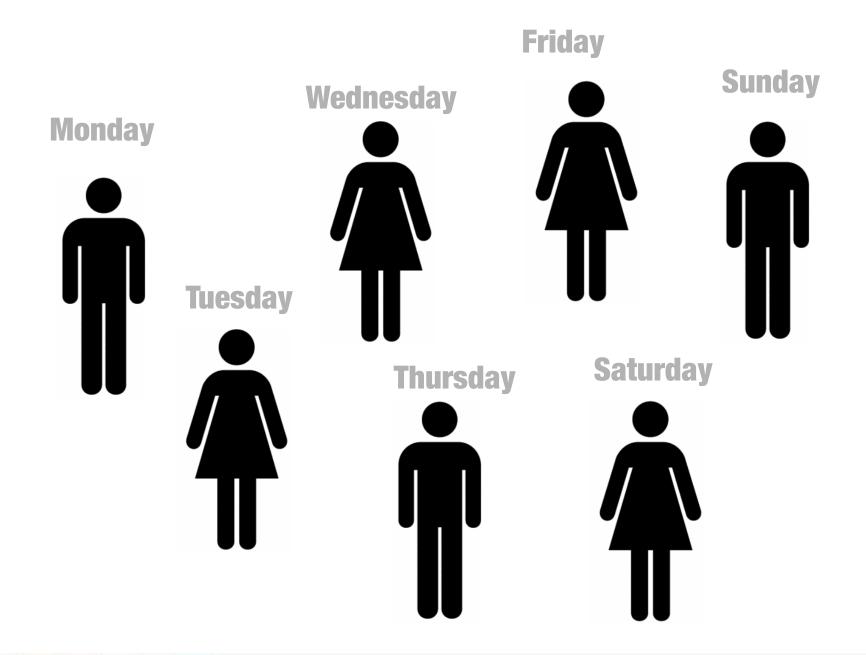


You are not Alone. Create a eam.

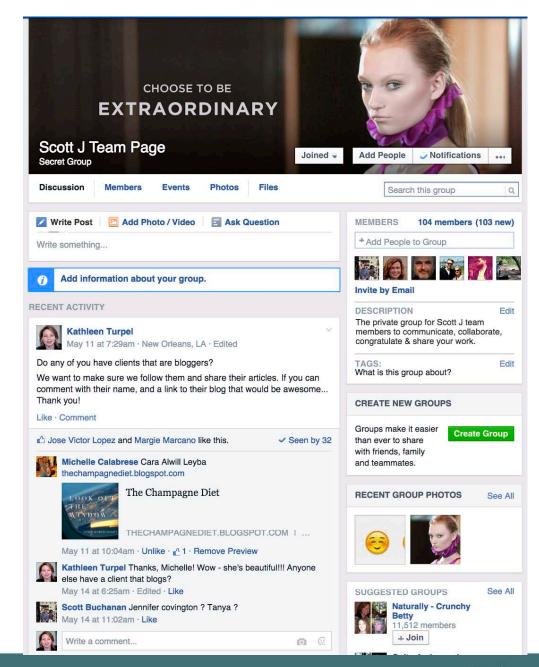
Collaborate with your team.







Create a Facebook Group For Your Team





HOW BAWhy



PBS.org

Video

Programs

TV Schedules

Shop

Donate





avedasurvey.com Course Survey ID: 9qop5