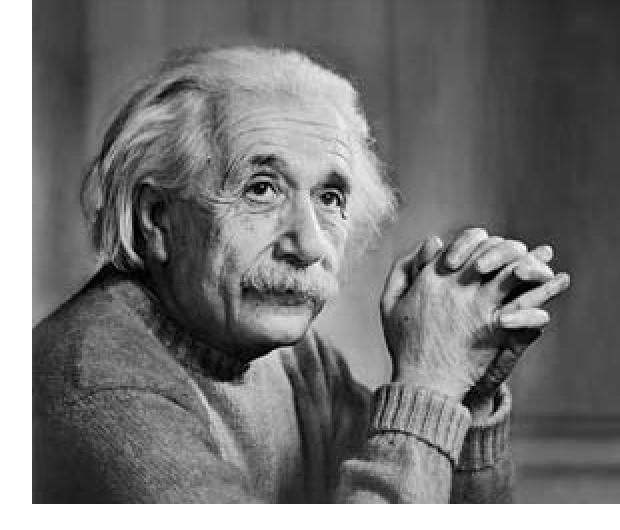
## If you can't explain it simply, you don't understand it well enough.



- Albert Einstein





## Internet Marketing for Dummies

by Jeff Cross senior editor Cleanfax



#### Introductions



You love long winded introductions, right?

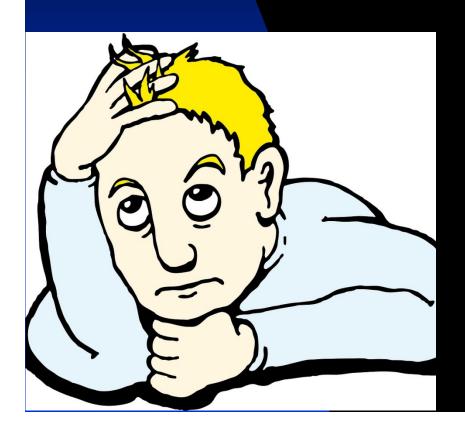
You know, where the speaker goes on and on and on and on and of like what I'm doing right now)

#### About Me!

Jeff is a great guy. Used to be a journalist, became a carpet cleaner, sold his company and became a journalist again. Yadda yadda and he likes you guys and wants to help. He has more than 20 years of hands-on experience in the carpet and furniture cleaning industry. His background includes newspaper reporting, magazine editing and photojournalism. As an IICRC Certified Master Textile Cleaner and IICRC Approved Instructor, Jeff teaches carpet cleaning, upholstery cleaning, color repair and advanced spot and stain removal seminars across the country. He is also the founder and instructor of Totally Booked University, a marketing workshop for the cleaning industry. Some cleaners like to talk about survival techniques in this economy... but maybe that's being too shortsighted. Why not actually build your business despite all the bad news? That's the topic during this dinner meeting. We will all put our heads together and talk about tactics that will bring in business and help all of us to have healthy, growing companies that the competition will envy. Come prepared to talk about what works and what doesn't work for you, and plan to take home ideas that you can immediately put to use. Jeff Cross is the senior editor of *Cleanfax* magazine. He has more than 20 years of hands-on experience in the carpet and furniture cleaning industry. His background includes newspaper reporting, magazine editing and photojournalism. As an IICRC Certified Master Textile Cleaner and IICRC Approved Instructor, Jeff teaches carpet cleaning, upholstery cleaning, color repair and advanced spot and stain removal seminars across the country. He is also the founder and instructor of Totally Booked University, a marketing workshop for the cleaning industry. Jeff Cross is the senior editor of *Cleanfax* magazine. He has more than 20 years of hands-on experience in the carpet and furniture cleaning industry. His background includes newspaper reporting, magazine editing and photojournalism. As an IICRC Certified Master Textile Cleaner and IICRC Approved Instructor, Jeff teaches carpet cleaning, upholstery cleaning, color repair and advanced spot and stain removal seminars across the country. He is also the founder and instructor of Totally Booked University, a marketing workshop for the cleaning industry. Jeff Cross is the senior editor of *Cleanfax* magazine. He has more than 20 years of hands-on experience in the carpet and furniture cleaning industry. His background includes newspaper reporting, magazine editing and photojournalism. As an IICRC Certified Master Textile Cleaner and IICRC Approved Instructor, Jeff teaches carpet cleaning, upholstery cleaning, color repair and advanced spot and stain removal seminars across the country. He is also the founder and instructor of Totally Booked University, a marketing workshop for the cleaning industry. Jeff Cross is the senior editor of Cleanfax magazine. He has more than 20 years of hands-on experience in the carpet and furniture cleaning industry. His background includes newspaper reporting, magazine editing and

#### **Show of hands:**

Who here today has sat through a mind-numbing seminar, where you can feel the tedium closing in from all four walls? Hmmmmm?



Let's make a deal. I'll keep you from slipping into a coma by sharing some good wakeup clips

.... Like this one....



# This next slide is very important, please pay close attention...

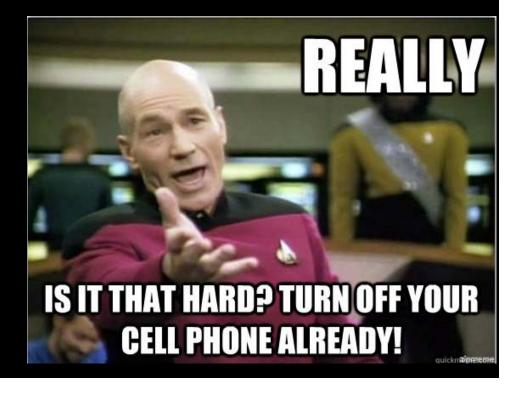


See what you learn. Yes, there will be a quiz at the end.



# For those who are a little groggy and didn't get the intent of that video...





## Why sit here when you hire someone to do all this for you?



- It keeps them honest. You should understand what it takes to be seen online with social media and website marketing
- No one knows it all. No one. So you will pick up some tips that will work for you today
- You will learn that some mysteries of online marketing aren't mysteries at all – just common sense

You like puzzles? (there are no shortcuts although you are happy to find the CORNERS)



- Social media is like the 1,000 piece puzzle
- Website marketing is the 10,000 piece puzzle
- Keep working both of them until you get it right, and then keep working...
- What about changes? Set up Google Alerts with "website marketing" and "social media marketing" etc. as keywords

### Do you believe in marketing shortcuts?



## First Impressions can Last Forever!

### This includes the look of your website







### Advertising.



Reality.

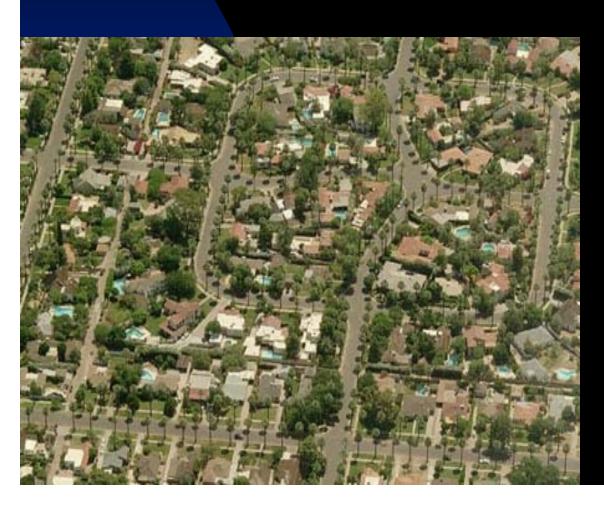


## Fact: Absolutely everything you see on the Internet is TRUE



You had NO idea, right?

## It's time for you to migrate – to the Web

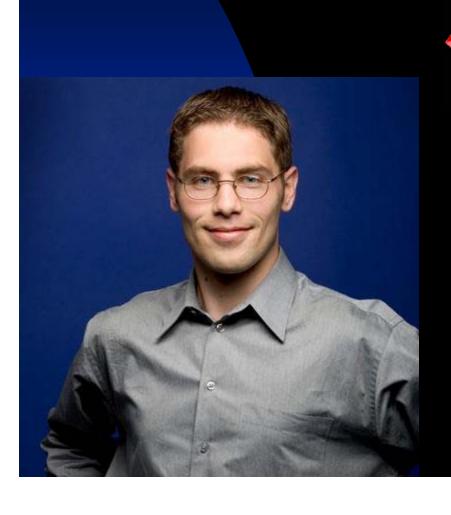


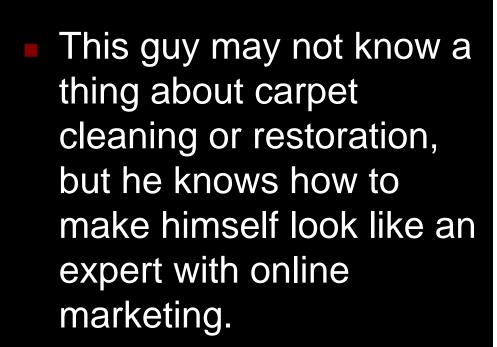
How do you get into these neighborhoods?

Think of that hot water heater spewing black gunk

Will that homeowner find you online?

#### Beware the tech savvy entrepreneur!





## Websites and SEO The New (well not really new) Yellow Pages

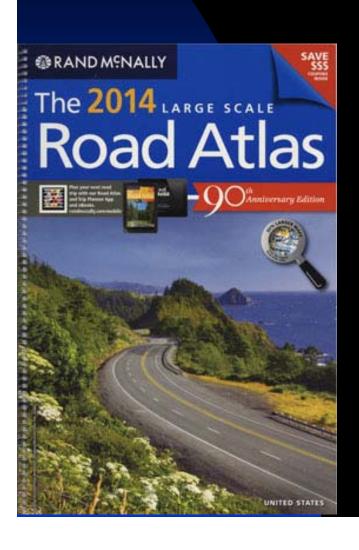




The Yellow Pages have gone the way of theGooney Bird

Back when you relied on a Yellow Page ad, you could place it where you wanted. You can't do that with a website.

### What about other trends?



- Triple A (AAA) does not want to comment...
- Do you subscribe to a real newspaper?
- When was the last time you looked at your smartphone for information?

# Making your website seen by search engines is a frustrating task.

#### **Stress Reduction Kit**



Directions:

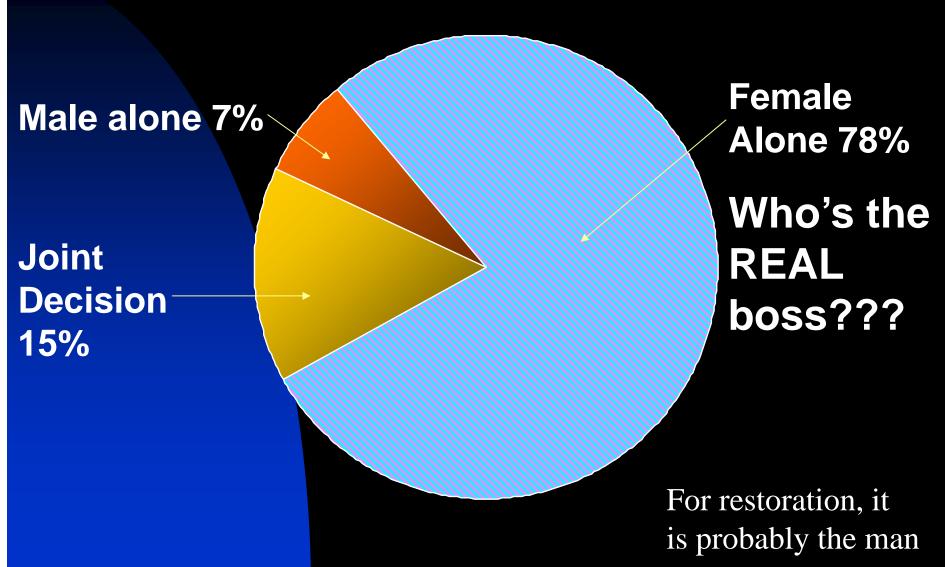
- 1. Place kit on FIRM surface.
- Follow directions in circle of kit.
- 3. Repeat step 2 as necessary, or until unconscious.
- If unconscious, cease stress reduction activity.

What you need is this website"StressReduction Kit"...

## Let's now discuss whom we are trying to reach with our website message

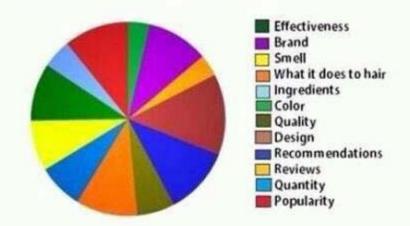


### Numbers you can't ignore (who hires in-home services)

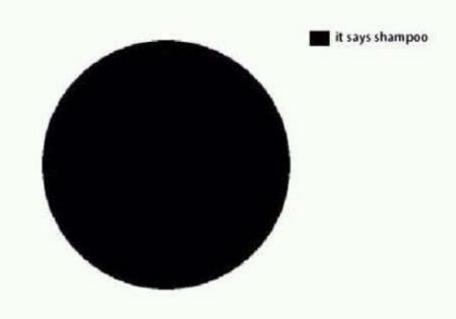


# Your marketing message must address this...

#### **HOW WOMEN CHOOSE SHAMPOO:**

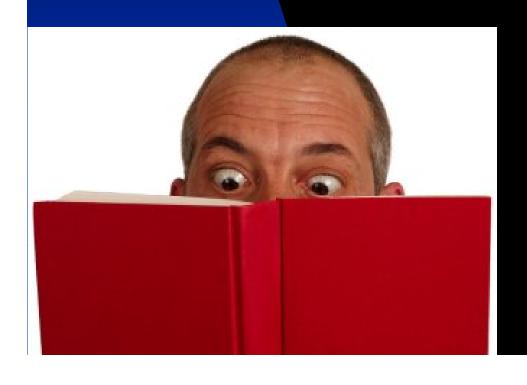


#### **HOW MEN CHOOSE SHAMPOO:**



## Every cleaning and restoration technician must study a book called

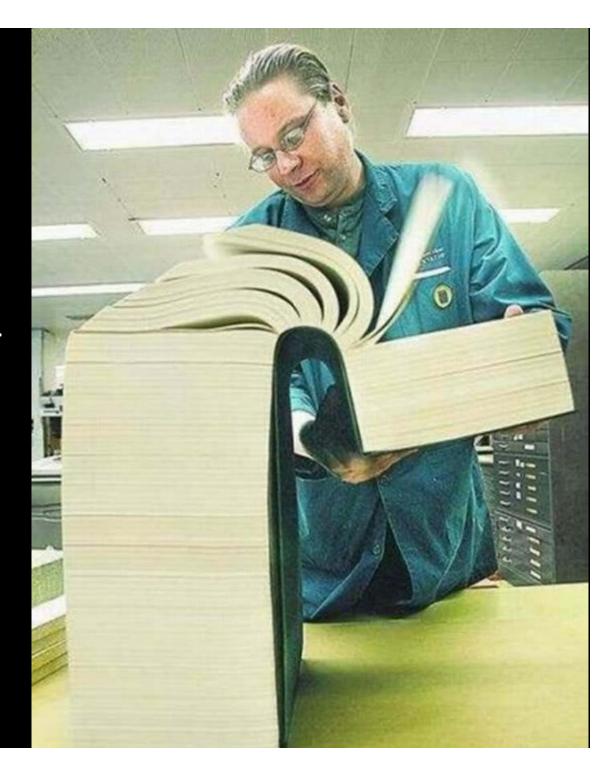
### The Art of Understanding Women

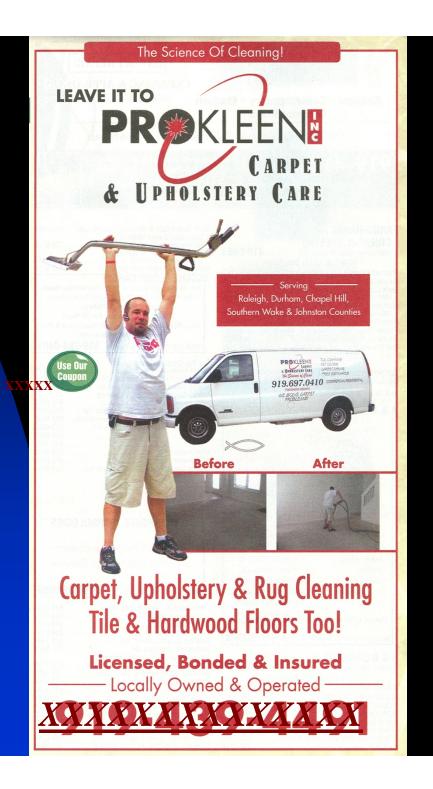


It will help you deal with customers better, with more understanding, and will help you increase sales

The Art of
Understanding
Women

Volume 1 of 3

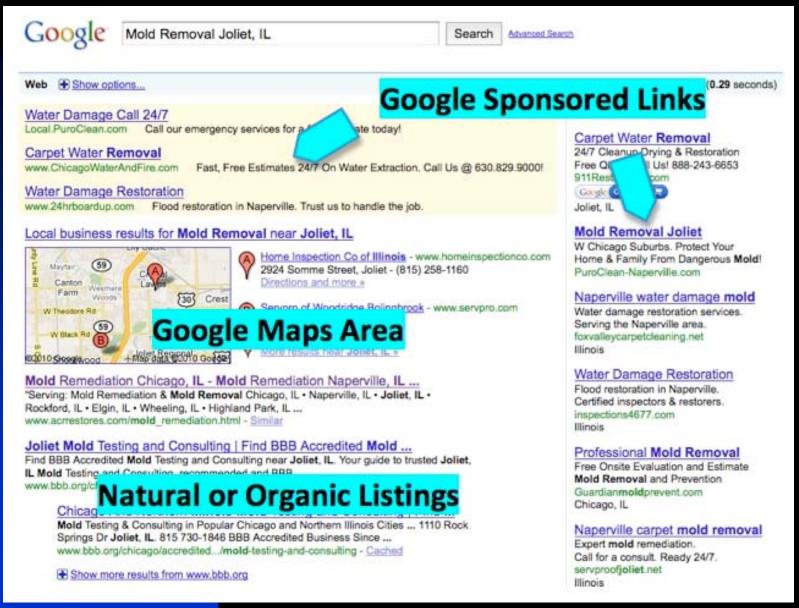




### Wake Up Clip

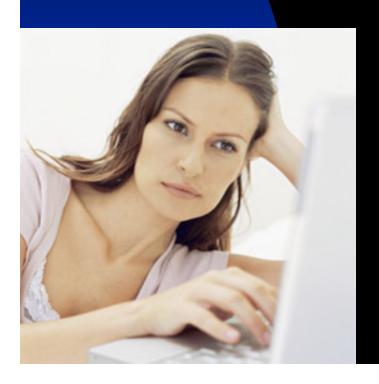


#### Search Engine Optimization



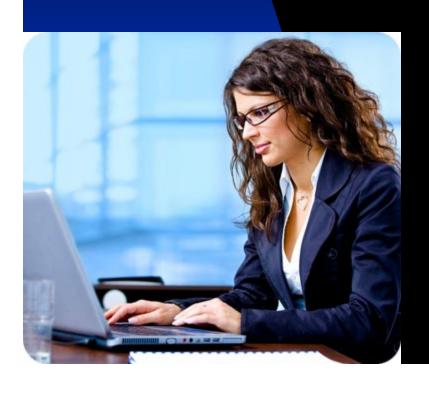
To get the BEST results, be consistent, be honest, follow the rules

## Search engines care about the consumer, not you



- The consumer is the real organic search customer for search engines
- Optimize your site honestly and don't try gimmicks
- Put as much information as you can on your website, but remember "reader habits" people don't like too much text

#### If they hit your site... they are ready to buy



- People don't visit your carpet cleaning or restoration website because they have nothing else to do
- When they find you, they are looking to do business. Your website needs to put them at ease and build trust.
- Your site doesn't need to have flash or be fancy

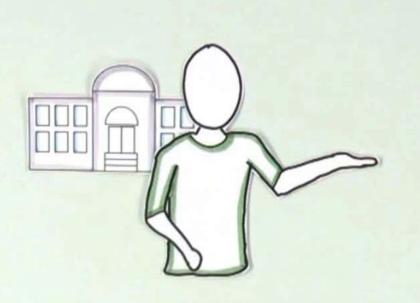
## To be seen...and found! ... you MUST be indexed

Google, Yahoo, Bing, etc... do they really "search" that quickly?

(2,120,000 results in .33seconds - REALLY???)

What can you do with your website to make sure it is SEO friendly, and gets indexed?



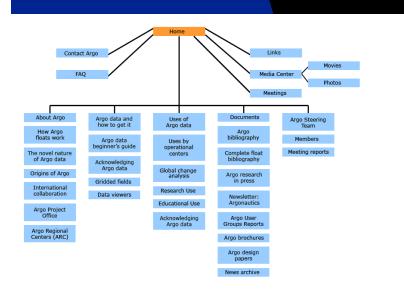


#### Get better rankings by increasing traffic



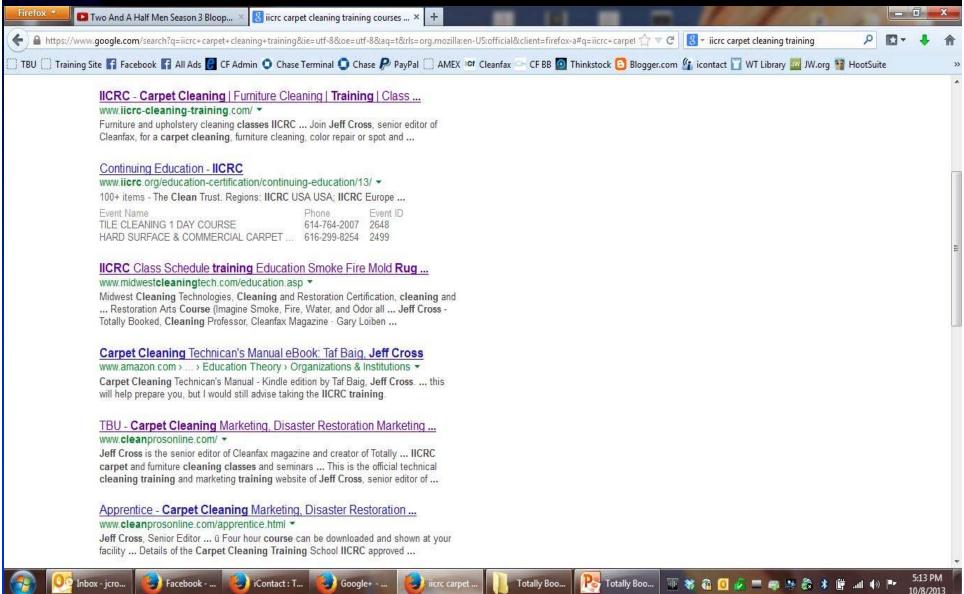
- Website visits are tracked by search engines and it helps rankings
- But once on the site, make sure they engage with it
- Forms, content, video... blogs, social media
- An example

#### Faster indexing: Submit a site map



- www.google.com/webma sters/tools
- It takes some time and patience for the inexperienced, but to get indexed you must submit a site map
- Resubmit after each major change
- I have a module that I will give you that shows you step-by-step how to do this.

#### How long to get indexed? In this case for my new training site, I was ranking after 2 weeks

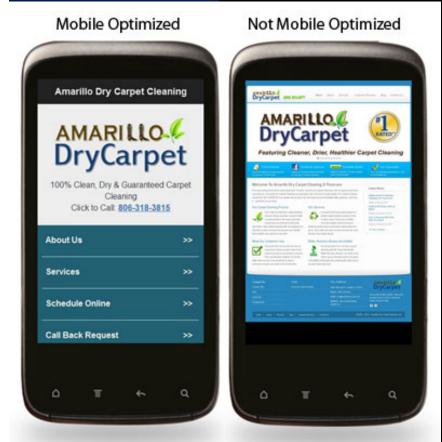


## Get quick indexing by using online directories

- There are more than 100 you can use.
   What are online directories? Google
   Maps, Google Places, Yahoo Local,
   (Partial List of Directories)
- Make sure your information is exactly the same on each directory (Name, address, phone, description)
- How long would it take to fill all that out on each directory site? You don't have that kind of time!
- Solution: Use www.UBL.org or a similar program

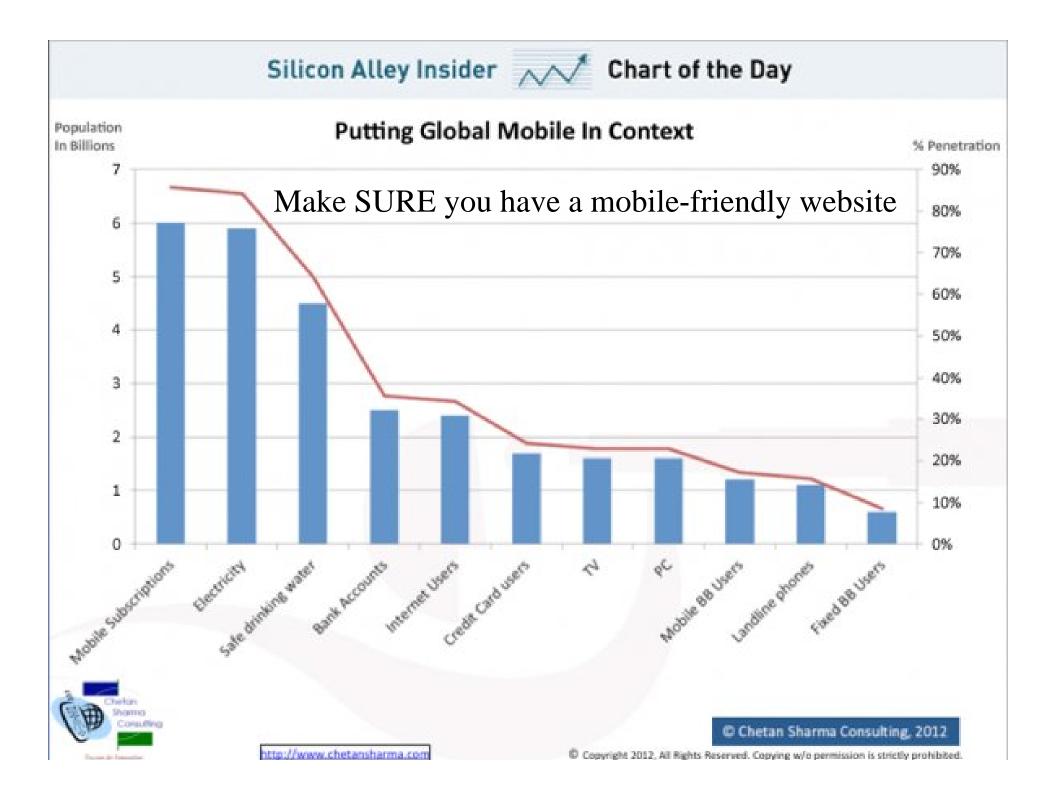


# Local directories help with mobile searches



 Online directories increase your SEO effectiveness tremendously with smartphone searches.

Believe it or not, there are more smartphones in use today than...



## Wake Up Clip

# "Ping" your website

Don't engage in "ping abuse" once a week is enough

- Easy, effective way to "tell" search engines you have made a change and they need to come "look"
- http://www.pingmyurl.com/

(for websites)

http://pingomatic.com(for blogs)



# Submit your website to search engines



Google:

http://www.google.com/submityourcontent/index.html

BING:

http://www.bing.com/webmaster/SubmitSitePage.aspx

For all the others:
<a href="http://www.freewebsubmission.com/">http://www.freewebsubmission.com/</a>

You will receive confirmation e-mails from all types of websites.

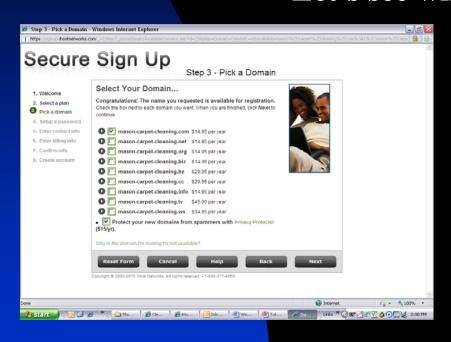
#### **Choose your URLs wisely**

http://ihoststudio.com/Www/Home.aspx

Buy appropriate URLs and redirect them to your strongest URL.

For really competitive sites, a unique URL is best

Let's see what is available.



Search

Engines

Don't

Care...

- •.com
- •.us
- •.info
- •.net

www.carpetcleaningrestorationwaterdamagefloodedbasementfurniturecleaning.com

Microsoft says 2,048 characters is the limit for URLs

## Three important elements under your control

- Title bar (that place where most put their company name). It needs to be your location and what you do.
- Meta descriptions keep them short, about 150-160 characters.
- Keywords optimize a page for just a few. Have more pages, and choose keywords carefully
- A keyword is really a phrase, such as "Dallas water damage" or "carpet cleaning Reno"

```
| IDOCYPE html PMELC "-//MSC/07D MPML 1.0 Transitional/BH" "http://maw.w3.org/TM/Anthal/DTD/Anthal-transitional.dtd")
| thml Mains="http://maw.w3.org/1999/Anthal" dir"ltr" lang="en-US" maliang="en-US" |
| thml Mains="http://maw.w3.org/1999/Anthal" dir"ltr" lang="en-US" maliang="http://maw.w3.org/TM/Anthal/DTD/Anthal-Ltransitional.dtd" |
| thml Mains="http://maw.w3.org/TM/Anthal/DTD/Anthal-Ltransitional.dtd" |
| thml Mains="http://maw.w3.org/TM/Anthal-Ltransitional.dtd" |
| thml Mains="http://maw.w3.org/TM/Anthal-Ltransitional
```

(li id="menu-item-50" class="menu-item menu-item-type-post type menu-item-object-page menu-item-50" <a href="http://www.dfwcarpetcleaning.com/grout

<div class="breadcrumb">You are here: <a href="http://www.dfwcarpetcleaning.com/" title="View Home">Home</a></div> <div class="breadcrumb">You are here: <a href="http://www.dfwcarpetcleaning.com/" title="View Home">Home</a></div></div</pre>

/ul></div></div></div><div id="inner"> <div id="content-sidebar-wrap">

# How to get the clicks – a monthly report

- "Water Damage"- 368,000 searches
- "Carpet Cleaning" 1,500,000 searches
- "Cleaning Service" 673,000 searches
- "Gutter Cleaning" 110,000 searches
- "Dry Cleaners" 1,220,000 searches
- "Mold Removal" 110,000 searches
- "Janitorial" 823,000 searches



## How to get the clicks



- http://www.semrush.com/ (limited)
- http://www.wordpot.com
- https://freekeywords.wordtracker.c om/searches
- http://www.keyworddiscovery.com/ search.html
- Make sure your phone number shows up on the search engine page
- Have a page for every location you wish to reach. Once they are built, all you do are quick updates





Keyword stuffing...
...avoid the temptation...

...don't do it

Keywords can be phrases, such as "Chicago Flooded Basement"

### Create keywords into "anchor texts"

- You need good keywords, but create anchor texts as well, for your own site and other sites that link to you
- Here is an example (click here)



### The value of backlinks

- A backlink is another website linking to YOUR site
- Adds credibility to the search engines
- The stronger the site linking to yours, the better
- Make sure the site is relevant to your company. Chamber of Commerce, groups you have donated to, associations, etc make strong backlinks
- Social media backlinks, blogs, articles and press releases



#### **Press Releases**

#### Press Release Format

Headline (highlighting the main news point)
For immediate relaease or Embargoed for release until...

#### Intro/Lead

Start with a bang. Aim to answer as many of the five W's as possible in your first sentence.

#### Source

If you have not already done so, answer the question: "How do I know?" This provides credibility.

#### **Essentials**

This includes why the story is significant the perspective. Here you answer the questions "So what?" And "How?"

#### Ouotes

Give the release life and add quotes

#### Anthing else?

Is there anything missing?

#### Ends

#### Note to the editor

Your last chance to tell journalists where they can get copies of a report, a photograph or other information Type "ends" at the end.

#### Contact

Name, telephone and email of people who can provide more information. Remember to include after hours numbers

## Why are press releases valuable?

- Free marketing tool
- Get media attention
- Get the attention of new clients
- Best of all: Improved search engine optimization – they provide you with valuable backlinks

## Search engine optimization

- Send out a monthly press release, including all contact information (especially website URL)
- Use free press release
   distribution sites such as:
   www.prlog.com, www.free-press-release.com and www.environmental-expert.com , www.PRweb.com
- What can a press release be about? New hires, new equipment, new service, anything you can think of...



#### Dalworth Rug Cleaning Receives 2011 Excellence in Service Award

Dalworth Rug Cleaning, a family owned Dallas Oriental area rug cleaning and repair company, was selected to receive the 2011 Angie's List Super Service Award.

(PRWEB) December 30, 2011

Angie's List Super Service Award recognizes excellence in overall performance and is given annually to businesses that consistently provide superior service to their clients. Due to strict qualification requirements, only a small percentage of businesses are eligible for this honor each year. Dalworth Rug Cleaning accepted the prestigious award on December 15, 2011.

Dalworth Rug Cleaning has regularly maintained a focus on providing superior service to customers and is constantly investing in effective, gentle and safe area rug cleaning techniques, environmentally friendly supplies, state of the art equipment, and continued employee training. They use a time-tested rug cleaning process and their dedicated Dallas rug cleaning and repair facility is temperature controlled and equipped for complete rug service operations including custom rug pads, fiber protector, moth repellent, rug storage, rug cleaning and rug repair services.

Dalworth Rug Cleaning professionals inspect area rugs prior to cleaning them. The fibers, dyes and condition of the rug are all examined and taken into account to determine the most suitable cleaning solution. Area rug cleaning, drying and repair methods are customized to the





We are honored to receive this service award. Our team of professional Dallas area rug cleaners works hard each day to meet and exceed our customers' expectations.

#### Links to your site come from many sources



## Once you have done some of this, how do you know it is working?

### Check your backlinks

http://www.opensiteexplorer.org/

Your competitors are coming up above you on search engines? Check their backlinks

While you are at it, check their keywords, title bar, URL, etc. Let's try it now.



## Wake Up Clip



## Name your photos

To search engines, this picture is worthless without a name



- Images are invisible to search engines.
- Name them "Atlanta Water Damage" or whatever is applicable.
- This is done with "ALT" tags, which identify the photo or graphic

## Use unique photos!



- With properly named photos, with descriptions that utilize strong keywords, you will get indexed faster.
- Avoid that same old picture of the same old carpet cleaner... you know what I mean.

Videos (technical and testimonial)



- Short YouTube videos will help search engines find your website (guess who owns YouTube?)
- Simple questions your customers can answer can make excellent testimonials. Videos of yourself talking about your company are easy to produce and drive traffic to your site

### Follow-up and reviews

- After any job you do, send an e-mail with a nice "Thank You" message and ask how they liked the job.
- Include a link to review sites, make it easy for them to comment on your company (Yelp, Angie's List, etc)
- Don't forget Facebook reviews
- And republish them on a regular basis



# Create a blog on www.blogger.com

Use it to promote your company and services.

Guess who owns Blogger.com?

Let's look: TBU Blogger page



# Sometimes it is just the simple things... what is missing?



HOME

AROUT I

LOCATIONS

MORE RESOURCES

You are here: Home » Chicago Water Damage Restoration

#### Chicago Water Damage Restoration

Need Water Damage Restoration in the Chicago area?

Our Chicago Water Damage Restoration Technicians are available 24 hrs a day, 365 days a year.

Our Chicago water damage restoration team members use the latest "state-of-the-art" drying equipment and are required to have all applicable certifications (WRT & ASD). We

	CALL	IE NOW!	Satista
1.	Your Name		
		*	
2.	Address		
		*	
3.	City, State		
		*	

#### What could make this better?



Do You Have An Emergency?

# Who can tell me what this is and what it can do to your website?



# What if you are doing all this and still not coming up at the top?

- Age of your domain/website
- Better backlinks
- Do some pay-per-click, small budget, it does help your SEO because of increased traffic
- Analyze top competitors' title bars, keywords, etc
- Get some videos on YouTube, use keywords in the title and description – link all to your site(s)
- Spend an hour or two each week on your site, continue to provide fresh content



## Wake Up Clip



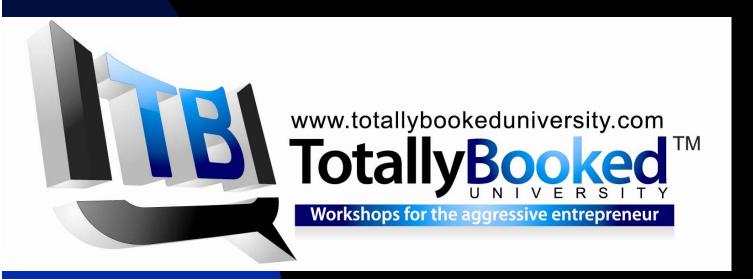
## Let's review some websites

We want to check the title bars, URLs, keywords, telephone number placement... and features



Volunteers?

# Totally Booked UNIVERSITY and Cleanfax magazine are here to help you succeed in business



# SCICANIA X I N E

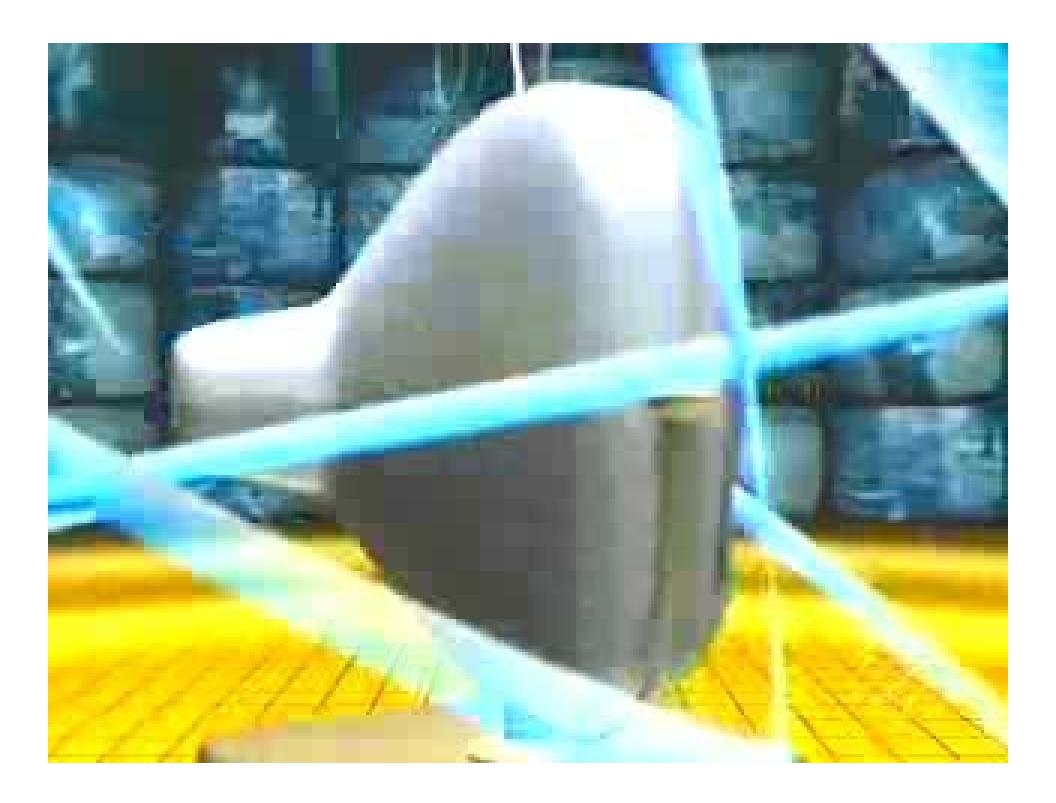
## Thank you!

But we aren't done yet...

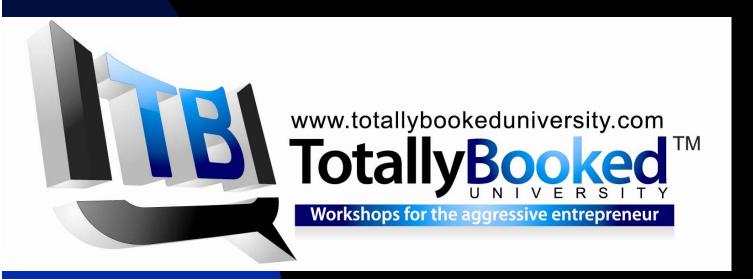
Let's end our discussion today with some special, inspiring words from one of our favorite public speakers.



Is that OK with you?



# Totally Booked UNIVERSITY and Cleanfax magazine are here to help you succeed in business



# SCICANIA X I N E