



Brian Ososky

Director of Marketing

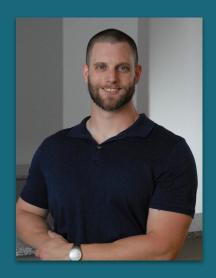
Lee County VCB



Craig Paddock

Director of Paid Search

MMGY

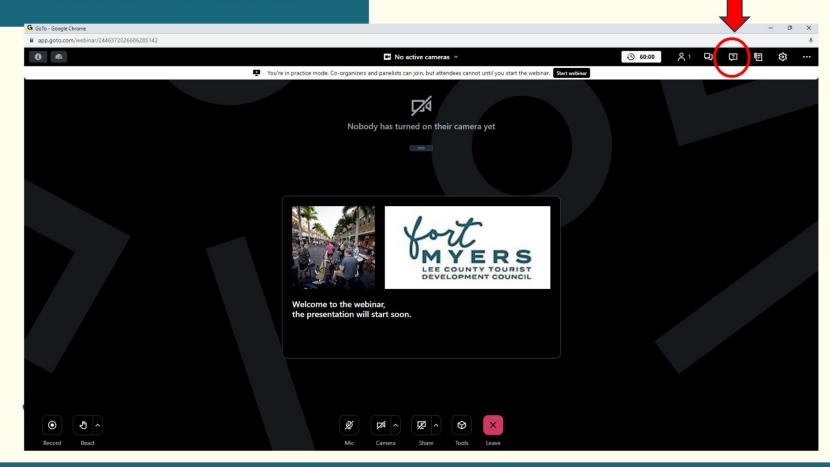


Brandon Paddock

Paid Search Manager

MMGY

How to ask a question during the webinar



digital transformation disruptive gamechanger strategic framework best in class fluid integrated martech stack 2.0 Search Marketing paradigm shift reset



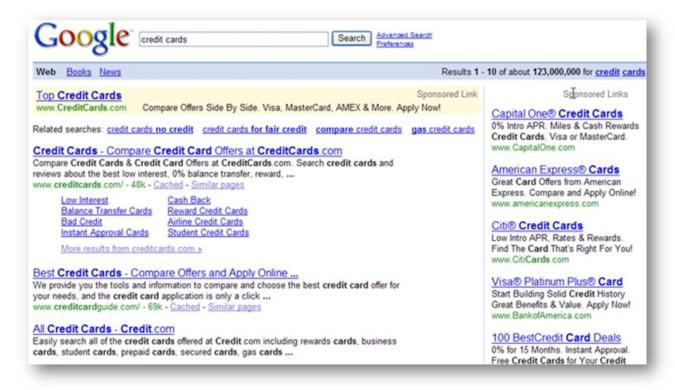
Quick Survey

- Anyone not using Google Analytics?
- Running paid search?
 - Anyone directly managing?
- Including Microsoft/Bing paid search?
- Access to Google My Business (GMB)?
- YouTube channel?

Search Lingo

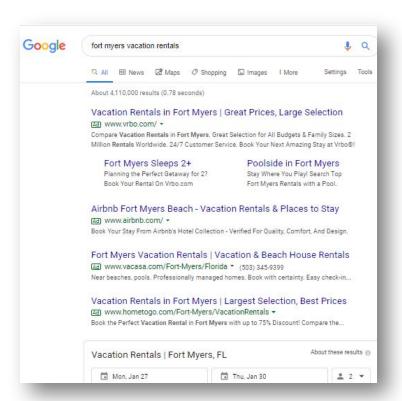
- Organic search:
 - SEO/search engine optimization/marketing
 - free listings/nonpaid
 - editorial listings
 - SEM
- Paid search:
 - PPC/pay per click
 - paid placement
 - SEM / Search Engine Marketing
 - SEO
- Key phrase vs search query
- Google Ads (AdWords) vs Google Analytics vs Google account
- GMB = Google My Business / Google Business Profile
- SERPs = search engine results pages

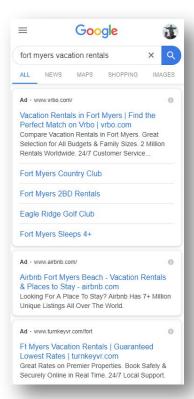
Change In Traffic



Change In Traffic

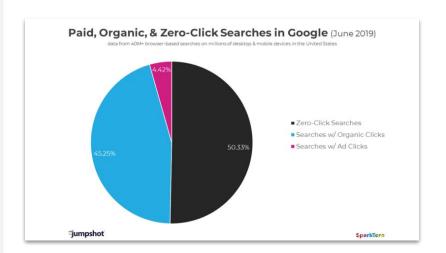
Google is now dedicating more real estate to paid ads:





Zero Click Searches

Google is also keeping more traffic to themselves:





Current SERPS

Paid Listings
0–4 listings
Real-time auction

Local Listings
o or 4 listings
proximity-based/address-verified
(currently unpaid)

Organic Listings
10 listings



About 25,800,000 results (0.62 seconds)

Hotels in Fort Myers, FL | Up to Half-Price on Hotels | hotels.com

Book your Hotel in Fort Myers, FL. Fast, Secure & Price Guarantees! Central Locations. Exclusive Offers on Accommodation During Sold-Out Periods. Photos & Reviews.

Last Minute Deals

Don't wait to get away!

Exclusive deals, central locations!

Winter Sale Save up to 40% Winter forecast: big savings

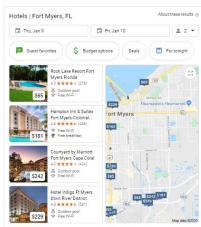
Top Fort Myers Boutique hotels & Vacation Rentals | Airbnb

Premium Vacation Rental Options From Local Hosts - Boutique Hotels, Homes, Rooms, & More.

4154 Hotels in Fort Myers, FL | Book Great Hotels on Expedia.

Find and Compare Exclusive Deals on Hotels in Fort Myers and Save Big! Compare & Save.

Compare 100s of Travel Sites for Best Rates. Find Hotel Deals in Seconds. Price prediction.



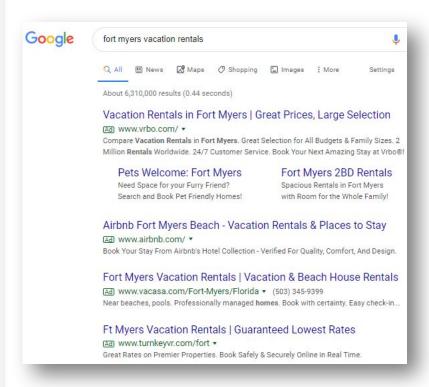
THE 10 BEST Hotels in Fort Myers, FL for 2020 (from \$57 ... https://www.tripadvisor.com > Hotels-q34230-Fort_Myers_Florida-Hotels

The #1 Best Value of 81 places to stay in Fort Myers. Free Wifi. Free parking. Special offer. Hotel website, Days Inn & Suites by Wyndham Fort Myers Near ...

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Approach for Fort Myers - Islands, Beaches and Neighborhoods

Not outbidding industry partners

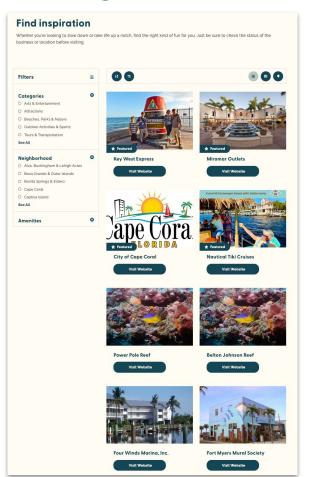


Focus On noncompeting incremental terms

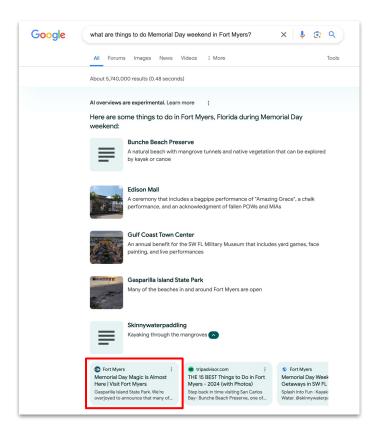
Keyword ?		Clicks ?		
		525,767 % of Total: 74.05% (710,051)	\$0.52 Avg for View: \$0.49 (4.98%)	
1.	best beaches in florida	6,998 (1.33%)	\$0.78	
2.	florida beaches	6,539 (1.24%)	\$0.73	
3.	monthly rental in florida	6,084 (1.16%)	\$0.58	
4.	florida snowbird rentals	9,183 (1.75%)	\$0.34	
5.	+florida travel guide	3,146 (0.60%)	\$0.84	
6.	+florida +winter +rentals	4,950 (0.94%)	\$0.52	
7.	florida rentals	4,142 (0.79%)	\$0.59	
8.	places to go to in florida	2,547 (0.48%)	\$0.87	
9.	+monthly +rentals +florida	5,125 (0.97%)	\$0.43	
10.	winter rentals in florida	3,862 (0.73%)	\$0.56	
11.	+fl +winter +rentals	4,122 (0.78%)	\$0.50	
12.	snowbird rentals in florida	3,722 (0.71%)	\$0.52	
13.	+furnished +florida +monthly +rentals	2,815 (0.54%)	\$0.69	
14.	+monthly +rentals +fl	4,511 (0.86%)	\$0.43	
15.	+florida +places +to +go	1,946 (0.37%)	\$0.92	
16.	florida winter rentals	2,770 (0.53%)	\$0.62	

Approach for Fort Myers - Islands, Beaches and Neighborhoods

- 95% of budget spent on "incremental" tactics
 Only 5% spent on "Fort Myers" keywords
- 4,800+ active keywords
- 1,700+ partner brand terms excluded
- National & drive market targeting
- Promote all partners on the site
 - lodging, attractions, dining, events, etc.



Al Google



 Google's Gemini can assist in planning a Florida vacation

- Conversational search lets you explain your needs
- Different than Google's traditional "file cabinet" approach
- Gemini references VisitFortMyers.com
- Ensure partner data is current with DMO/CVBs, OTAs and your own Google Business profile
- We audit VisitFortMyers.com for broken partner links but not outdated information

Al Uses

- Generate keyword lists
- Create entire campaigns
- Ad copy ideation
- Discover audiences
- Identify competitors
- Website content
- Script development



You

I own a beach resort in Lee County, FL and have a Google Ads paid search campaign. What keyword categories should I bid on that have limited competition with OTAs?

For your beach resort in Lee County, Florida, focusing on keywords that have limited competition with Online Travel Agencies (OTAs) like Expedia and Booking.com can help you attract direct bookings more cost-effectively. Here are some keyword categories you might consider:

1. Local Attractions and Experiences:

 Keywords that tie in local attractions or unique experiences offered only at your resort. For example, "beach yoga in Lee County", "Sanibel Island shell collecting tours", or "Fort Myers wildlife tours". These specific activities can draw attention from people looking for unique local experiences.

2. Niche Market Keywords:

Cater to specific audiences such as "family-friendly resorts in Lee County",
 "romantic beach getaways in Florida", or "eco-friendly resorts in Sanibel
 Island". These are less likely to be dominated by OTAs.

3. Event-Based Keywords:

• If your resort hosts events, or if there are major events in your area, keywords like "Fort Myers festival accommodations" or "beach wedding venues in Lee County" can be beneficial.

4. Long-Tail Keywords:

 These are longer and more specific phrases that are less competitive but can be highly relevant. Examples include "quiet beachfront hotels in Fort Myers" or "luxury beach resort with private balconies in Lee County".



Everyone should have a paid search campaign!

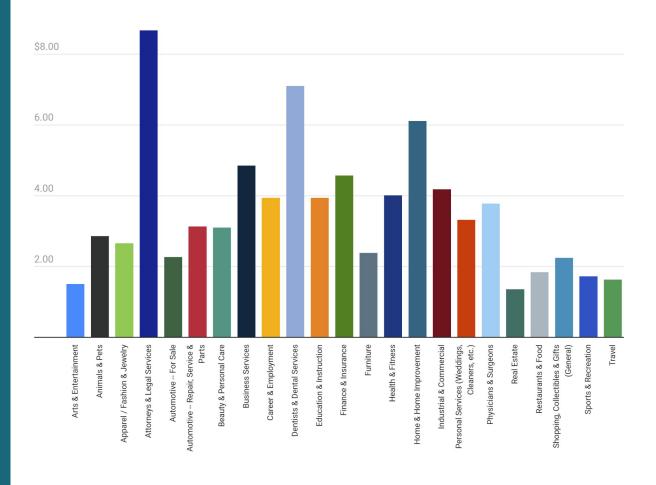
You can choose your cost/level of aggressiveness

Paid Search = Always Profitable

- If traffic is worth \$2.00 per click, don't bid more than \$2.00!
- If traffic is only worth \$.50 per click, don't bid more than \$.50!
- Volume vs. ROI



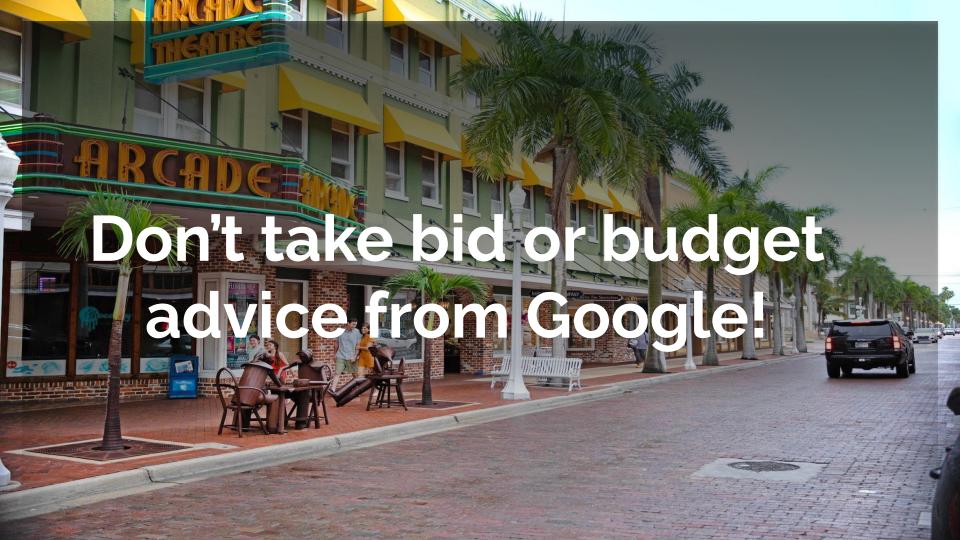
\$1.63 Travel Industry Average CPC



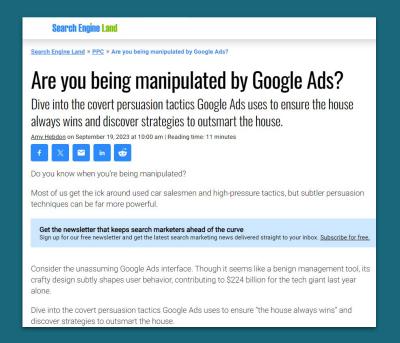
Paid Search = Always Profitable

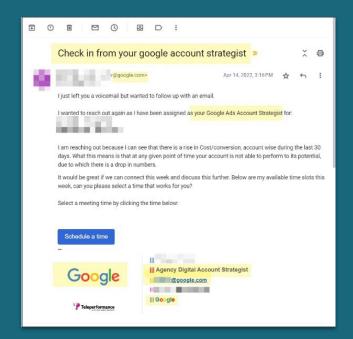
Default Channel Grouping	Users ⊙ ↓	Sessions ?	Revenue ③	Transactions ?	Avg. Order Value ③	Ecommerce Conversion Rate	Per Session Value
	2,224,786 % of Total: 100.00% (2,224,786)	4,636,877 % of Total: 100.00% (4,636,877)	\$9,390,669.87 % of Total: 100.00% (\$9,390,669.87)	92,614 % of Total: 100.00% (92,614)	\$101.40 Avg for View: \$101.40 (0.00%)	2.00% Avg for View: 2.00% (0.00%)	\$2.03 Avg f view: \$2.03 (0.00%)
1. Paid Search	935,222 (37.06%)	1,715,451 (37.00%)	\$3,603,231.87 (38.37%)	37,103 (40.06%)	\$97.11	2.16%	\$2.10
2. Organic Search	778,809 (30.86%)	1,243,057 (26.81%)	\$2,091,562.69 (22.27%)	19,624 (21.19%)	\$106.58	1.58%	\$1.68
B. Direct	435,135 (17.24%)	736,075 (15.87%)	\$1,500,048.93 (15.97%)	14,092 (15.22%)	\$106.45	1.91%	\$2.04
4. Email	240,720 (9.54%)	677,454 (14.61%)	\$1,631,610.75 (17.37%)	17,232 (18.61%)	\$94.68	2.54%	\$2.41
5. Display	53,589 (2.12%)	133,096 (2.87%)	\$91,227.19 (0.97%)	1,012 (1.09%)	\$90.15	0.76%	\$0.69
5. Social	46,816 (1.86%)	62,774 (1.35%)	\$62,924.32 (0.67%)	689 (0.74%)	\$91.33	1.10%	\$1.00

Paid search should at least match site averages

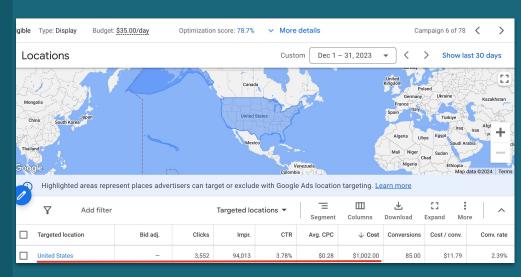


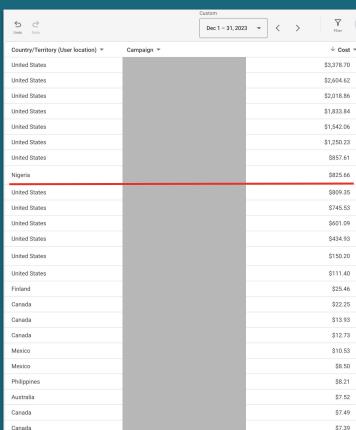
Google Ads "Recommendations"





 Location targeting can waste budget if not properly configured





Paid Search

Google Ads (formerly Google AdWords) ~90% of ad spend



Microsoft Advertising (formerly Bing Ads) ~10% of ad spend

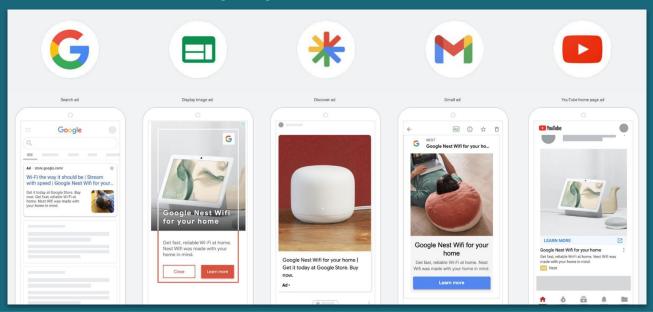


Campaign Types

SEARCH	Fort Myers hotels queries at Google.com
DEMAND GEN	Audience-based campaign targeting users on Google Discovery feeds
DYNAMIC	Automatic keyword campaign based on site content
GDN/REMARKETING	Targeting previous site visitors with favorable site engagement and who are on your current email list
YOUTUBE	Targeting based on last seven days of searches on Google
PMAX	Single campaign with access to all Google placements (be careful with brand cannibalization)

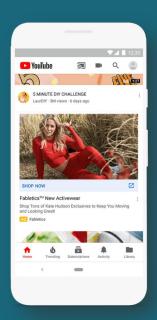
Google Ads Performance Max

- "PMAX" gets you access to inventory on all of Google's placements
- Google reps are aggressively promoting this campaign type
- Lacks brand spend transparency
- Exclude brand terms from targeting



Gallery / Demand Gen

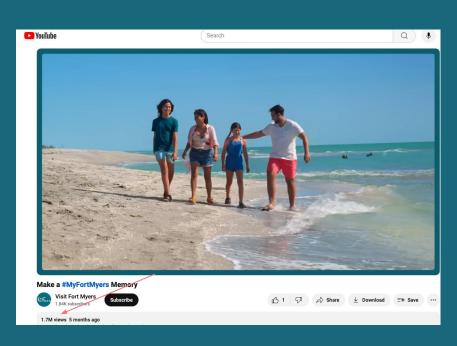
Google Demand Gen: Audience-Based (Affinity/In-Market/Remarketing)



Lower conversion rate but offset by lower cost per click

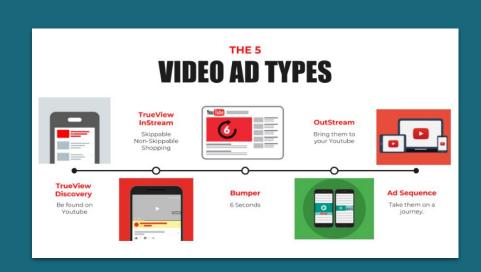
YouTube

- Your YouTube videos served to users as ads
- Views ads counts toward view counts
 - Audience Layering Contextual
 - *User's Google Searches*
 - Demographics
 - User Interests
- :06, :15 and :30 are the most popular
- 1:00+ is acceptable
- Horizontal and *Vertical*



YouTube

- Inexpensive awareness campaigns:
 - \$0.01-\$0.06 cost per view
- Traffic can be sent to any page on your site
- Can include a call to action to
- Drive conversions
 - (From video? Sweet!)
- Sequence Ads:
 - Users shown a series of ads
 - Don't badger users with the same video
 - Expose them to more content



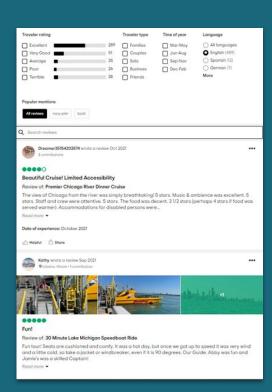
Ad Copy Best Practices

•Optimize click-through rate via split-testing ad copy Headline Ad Copy

Display URL

Landing Page

Ogilvy said "Use their language" – inspiration from satisfiedTripAdvisor/Yelp reviews

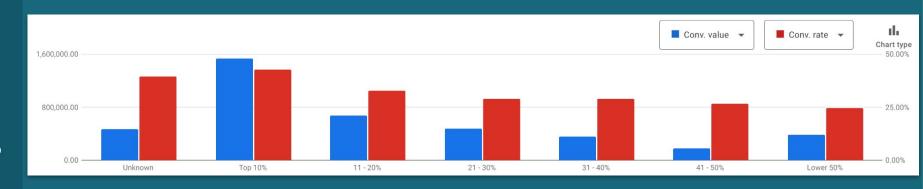


Ad Extensions = Free Money



Raise desktop bids in relation to mobile bids

- Household income
- Age
- Gender
- Parental status



Source / Medium ⑦	Users ? ↓	Sessions ?	Revenue ?	Transactions	Avg. Order Value	Ecommerce Conversion Rate	Per Session Value ?
	914,377 % of Total: 40.94% (2,233,368)	1,687,044 % of Total: 36.35% (4,640,526)	\$3,396,841.54 % of Total: 36.17% (\$9,391,364.74)	35,295 % of Total: 38.13% (92,567)	\$96.24 Avg for View: \$101.45 (-5.14%)	2.09% Avg for View: 1.99% (4.88%	\$2.01 Avg for View: \$2.02 (-0.51%)
1. google / cpc	825,852 (89.45%)	1,552,322 (92.01%)	\$3,026,051.17 (89.08%)	32,094 (90.93%)	\$94.29	2.07%	\$1.95
2. bing / cpc	97,401 (10.55%)	134,721 (7.99%)	\$370,790.37 (10.92%)	3,201 (9.07%)	\$115.84	2.38%	\$2.75

Source / Medium ?	◆ Device Category ② ◎	Users ?	Sessions (?)	Revenue ?	Transactions ?	Avg. Order Value ?	Ecommerce Conversion Rate 7	Per Session Value
		909,682 % of Total: 40.73% (2.233,368)	1,701,197 % of Total: 36,66% (4,640,526)	\$3,405,773.52 % of Total: 36.26% (\$9,391,364.74)	35,976 % of Total: 38.86% (92,567)	\$94.67 Avg for View: \$101.45 (-6.69%)	2.11% Avg for View: 1.99% (6.02%)	\$2.00 Avg for View: \$2.02 (-1.08%)
1. google / cpc	desktop	210,061 (22.90%)	374,061 (21.99%)	\$1,435,078.32 (42.14%)	14,005 (38.93%)	\$102.47	3.74%	\$3.84
2. google / cpc	mobi <mark>l</mark> e	567,715 (61.90%)	1,114,227 (65.50%)	\$1,390,831.80 (40.84%)	17,063 (47.43%)	\$81.51	1.53%	\$1.25
3. google / cpc	tablet	43,849 (4.78%)	78,933 (4.64%)	\$137,730.22 (4.04%)	1,443 (4.01%)	\$95.45	1.83%	\$1.74
4. bing / cpc	desktop	63,561 (6.93%)	90,270 (5.31%)	\$384,655.46 (11.29%)	3,048 (8.47%)	\$126.20	3.38%	\$4.26
5. bing / cpc	mobile	22,323 (2.43%)	29,976 (1.76%)	\$25,549.16 (0.75%)	180 (0.50%)	\$141.94	0.60%	\$0.85
6. bing / cpc	tablet	9,638 (1.05%)	13,730 (0.81%)	\$31,928.57 (0.94%)	237 (0.66%)	\$134.72	1.73%	\$2.33

Match Type is Expanding

Exact Match - Fort Myers hotel = hotels in Fort Myers

Phrase Match - Fort Myers hotel = Fort Myers hotel discounts

Broad Match - Fort Myers hotel = all inclusive beach vacation

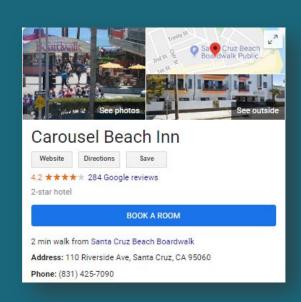
Broad Match is



Negative Keyphrases

Monitor your search queries vs. keyphrases

- Jobs/Careers
- Free/Cheap
- Bed bugs
- In the news red tide
- Meetings AA meetings
- Similar competing names
- · Arctic vs Antarctica 8,600 miles



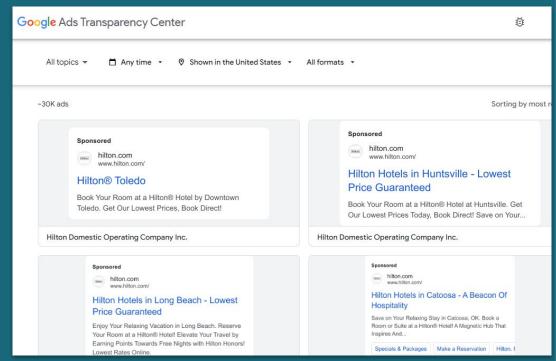
Competitive Intel

Google Transparency Tool for competitive ad copy



Directly bid on competitors

Indirectly via Demand Gen and YouTube

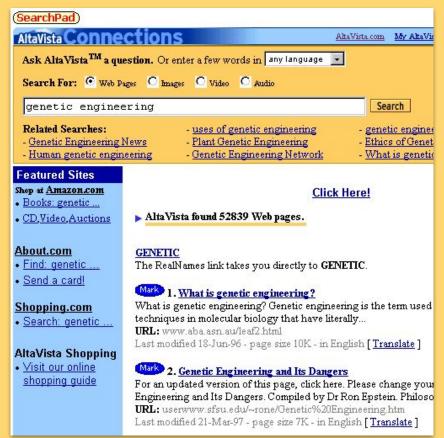






Organic Search In 2024

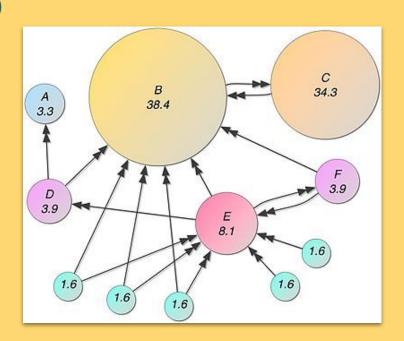
1 - Content



Organic Search In 2024

2 – Link Popularity (Google Pagerank)

$$R'(u) = c \sum_{v \in B_u} rac{R'(v)}{N_v} + c E(u)$$
An equation from an early PageRank paper.



The highest quality links are often acquired via good PR.

Organic Search In 2024

3 - Click Data

"...Google is now integrating machine learning into that process. So then training models on when someone clicks on a page and stays on that page, when they go back and trying to figure out exactly that relationship."

Google, September 2017

Organic Search In 2024

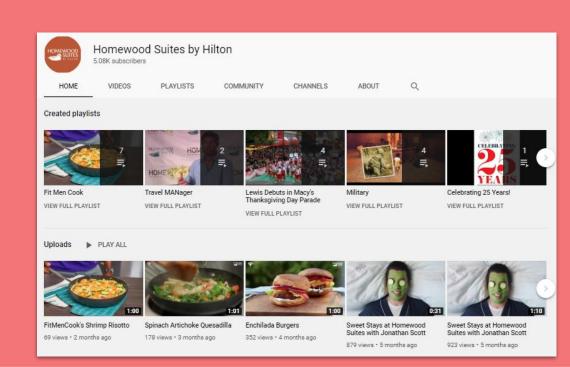
FACTORS

Content, link popularity and click data are all "factors."

Factor = a number or quantity that when multiplied with another produces a given number or expression.

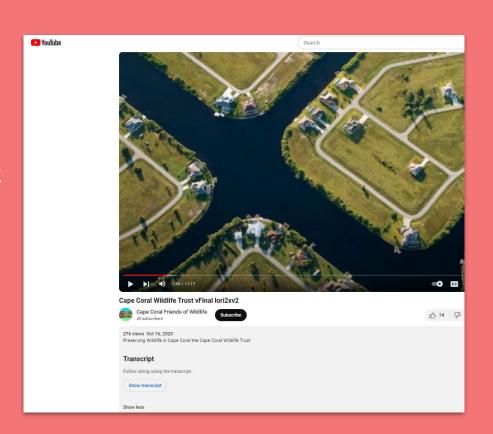
Beyond Primary Website

- Promote all assets:
 - Third-party positive content
 - Videos
 - o Images



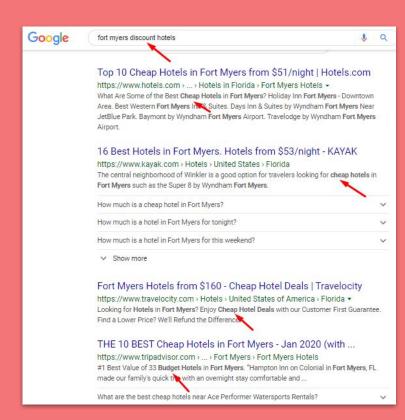
Beyond Primary Website

- Same principles
 - o Title (Title tag)
 - Description
 - User Engagement
 - Strong CTA



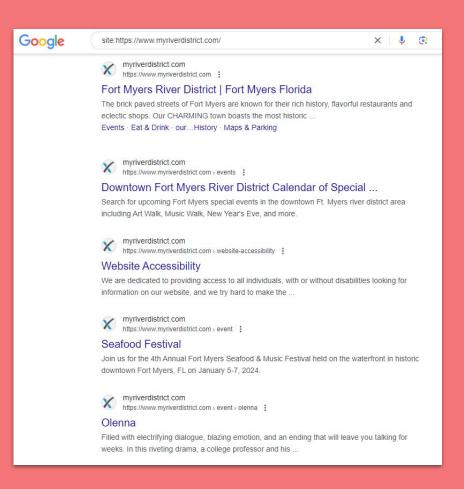
Content vs. Keyphrases

- Google uses synonyms:
- "deals" = "discounts" = "cheap"
- Literal phrasing is not required
- So we now target content vs. individual keyphrases



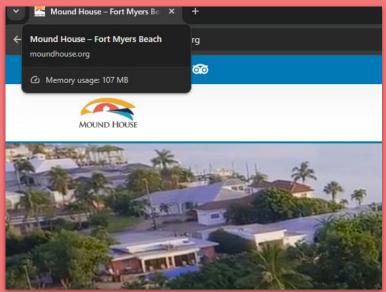
Google Commands

- site:yourdomain.com
- cache:yourdomain.com/url
- site:yourdomain.com
 - with specific term
- Check your title tags

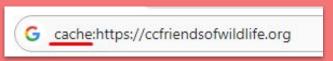


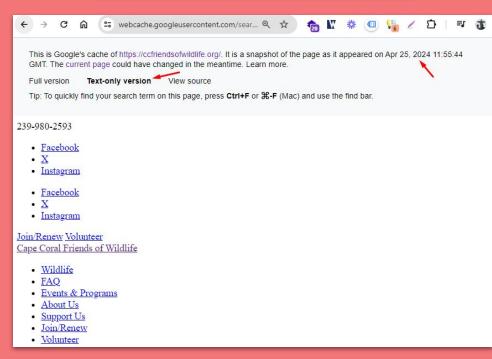
Title Tag

- Directly impacts ranking
- Include brand and primary key phrase
- 55–60 characters (with spaces)



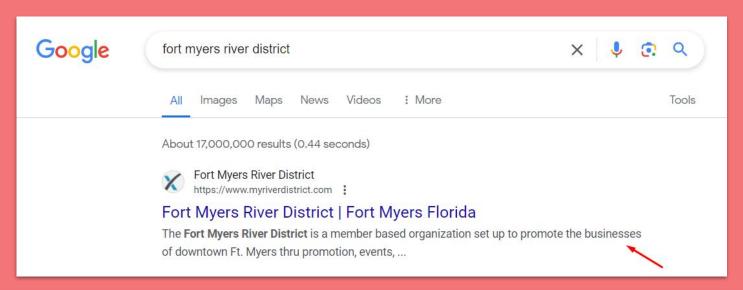
- Is your page indexed by Google?
- When was it last crawled?
- What text is indexed?





Meta Description

- Not directly used for ranking
- Enticing increased click-thru rate
- 115 characters (with spaces) so description isn't cut off



What still matters to Google?

Say what you do! don't be a "solutions provider"! Homepage vs About Us

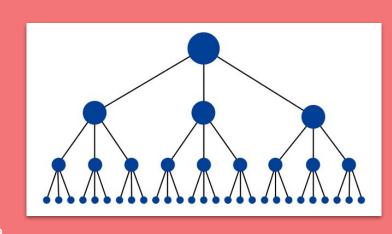
Don't assume everyone knows who you are or what you do

Links - PR links are high quality PR investment impacts organic presence

Internal links - how YOU link to your pages matters

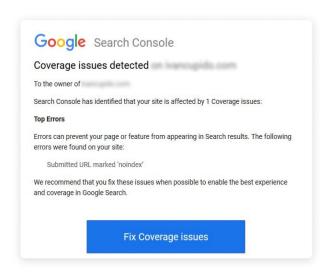
Title tags - do they reinforce the page content?

Improve high-bounce pages



Google is a DRAMA QUEEN!

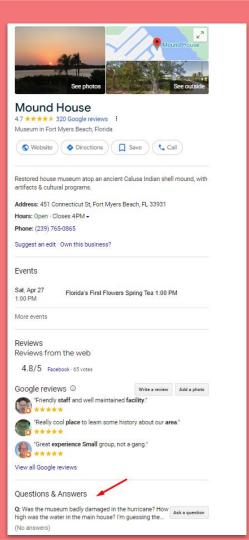




GMB Easy Wins

- Add your own description
- Encourage reviews!
 Photo increase review weight
- Answer questions
- Google Posts
- Add your own Q&As

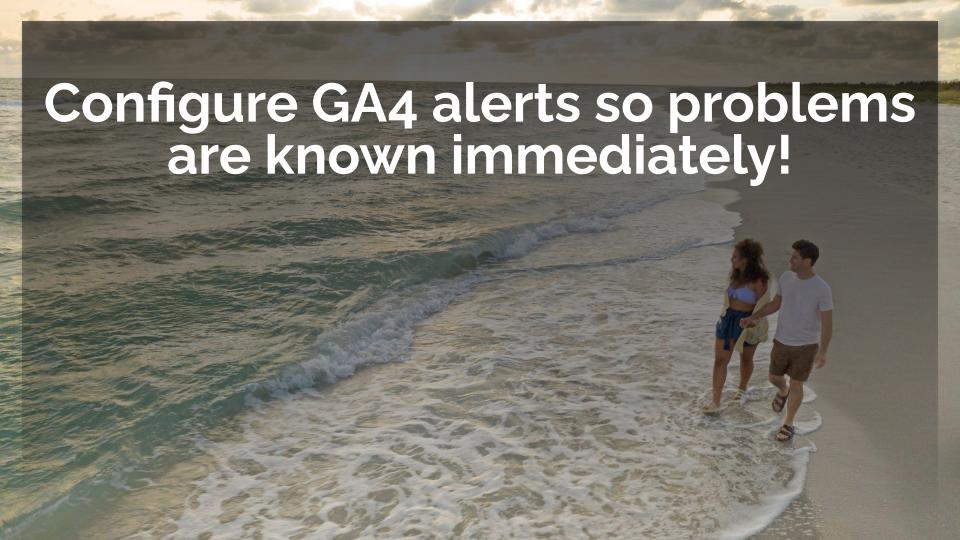
(Limitations for hotels)





All Traffic Sources

REPORTS		Source / Medium 🕜	Acquisition			Behavior			Conversions	eCommerce ▼	
Realtime			Users ? ↓	New Users ?	Sessions ?	Bounce Rate	Pages / Session	Avg. Session Duration	Ecommerce Conversion Rate ?	Transactions	Revenue ?
Audience Acquisition Overview			2,369,160 % of Total: 100.00% (2,369,160)	2,341,025 % of Total: 100.17% (2,336,996)	4,642,935 % of Total: 100.00% (4,642,935)	53.71% Avg for View: 53.71% (0.00%)	3.65 Avg for View: 3.65 (0.00%)	00:03:23 Avg for View: 00:03:23 (0.00%)	2.06% Avg for View: 2.06% (0.00%)	95,581 % of Total: 100.00% (95,581)	\$9,489,110.51 % of Total: 100.009 (\$9,489,110.51
▼ All Traffic		1. google / cpc	943,016 (36.09%)	855,852 (36.56%)	1,867,389 (40.22%)	57.54%	3.38	00:02:57	2.11%	39,454 (41.28%)	\$3,679,044.50 (38.77%
Channels		2. google / organic	732,250 (28.02%)	640,913 (27.38%)	1,147,039 (24.71%)	51.71%	3.76	00:03:38	1.38%	15,858 (16.59%)	\$1,534,410.34 (16.17%
Treemaps		3. (direct) / (none)	500,038 (19.14%)	493,901 (21.10%)	735,512 (15.84%)	56.22%	3.64	00:03:22	2.29%	16,877 (17.66%)	\$1,688,487.90 (17.79%
Source/Medium		4. et / email	193,722 (7.41%)	147,192 (6.29%)	520,646 (11.21%)	45.39%	4.11	00:04:00	2.41%	12,568 (13.15%)	\$1,202,021.70 (12.67%
Referrals > Google Ads > Search Console > Social > Campaigns		5. bing / cpc	91,772 (3.51%)	84,600 (3.61%)	137,120 (2.95%)	47.63%	4.08	00:04:03	2.72%	3,735 (3.91%)	\$434,529.99 (4.58%
		6. facebook / paid social	27,274 (1.04%)	25,123 (1.07%)	38,810 (0.84%)	47.39%	3.15	00:02:48	1.06%	410 (0.43%)	\$24,344.09 (0.26%
		7. bing / organic	18,170 (0.70%)	15,135 (0.65%)	25,882 (0.56%)	51.11%	4.09	00:04:04	1.95%	505 (0.53%)	\$56,624.91 (0.60%
		8. m.facebook.com / referral	17,799 (0.68%)	15,220 (0.65%)	25,488 (0.55%)	55.34%	2.84	00:02:28	1.65%	420 (0.44%)	\$31,499.82 (0.33%
		9. yahoo / organic	10,616 (0.41%)	8,418 (0.36%)	15,842 (0.34%)	48.95%	4.00	00:03:48	1.57%	249 (0.26%)	\$26,697.04 (0.28%
Attribution BETA		10. youtube.com / referral	9.152 (0.35%)	7,745 (0.33%)	13,489 (0.29%)	59.40%	2.96	00:02:35	0.44%	60 (0.06%)	\$7,519.76 (0.08%)



Challenges With Analytics Analysis

- Is tracking 100% accurate?
 - It's never 100% and usually can be improved.
- Attribution Is revenue incremental?
- Limited data/sample size
- Lifetime value vs short-term ROI

Challenges With Analytics Analysis



Segment brand key phrase from generic key phrases



Lost cookie = direct/additional phone value

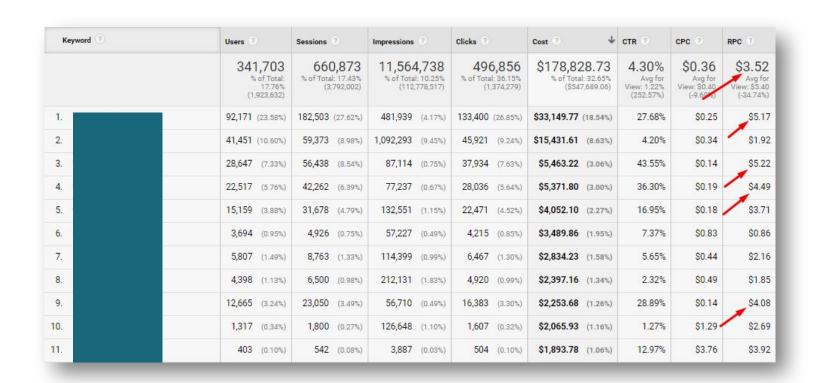


Monitor "assisted" value – 2:1 vs last-click attribution



Lifetime value analysis

Exclude Brand Terms From Analysis



Exclude Brand Terms From Analysis

Performance is more realistic with branded terms are excluded.

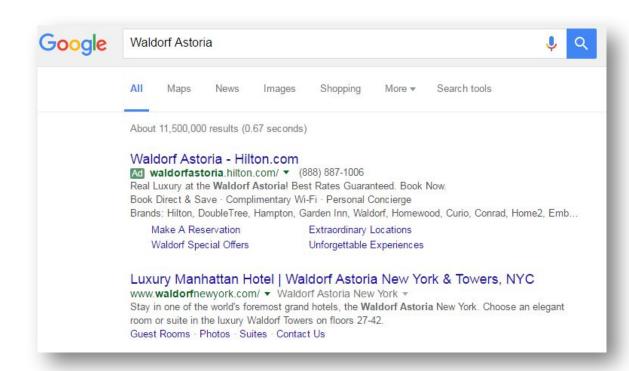
Keyword ③	Users ?	Sessions ?	Impressions ?	Clicks ?	Cost ② ↓	CTR ?	CPC ②	RPC ?
	158,799 % of Total: 8.26% (1.923,632)	239,755 % of Total: 6.32% (3.792,002)	10,205,996 % of Total: 9.05% (112,778,515)	194,826 % of Total: 14.18% (1,374,279)	\$108,613.46 % of Total: 19.83% (\$547,689.06)	1.91% Avg for View: 1.22% (56.65%)	\$0.56 Avg for View: \$0.40 (39.89%)	\$1.60 Ay for View: \$5.40 (-70.33%)
1.	41,451 (24.20%)	59,373 (24.76%)	1,092,293 (10.70%)	45,921 (23.57%)	\$15,431.61 (14.21%)	4.20%	\$0.34	\$1.92
2.	3,694 (2.16%)	4,926 (2.05%)	57,227 (0.56%)	4,215 (2.16%)	\$3,489.86 (3.21%)	7.37%	\$0.83	\$0.86
3.	5,807 (3.39%)	8,763 (3.65%)	114,399 (1.12%)	6,467 (3.32%)	\$2,834.23 (2.61%)	5.65%	\$0.44	\$2.16
4.	4,398 (2.57%)	6,500 (2.71%)	212,131 (2.08%)	4,920 (2.53%)	\$2,397.16 (2.21%)	2.32%	\$0.49	\$1.85
5.	1,317 (0.77%)	1,800 (0.75%)	126,648 (1.24%)	1,607 (0.82%)	\$2,065.93 (1.90%)	1.27%	\$1.29	\$2.69
6.	403 (0.24%)	542 (0.23%)	3,887 (0.04%)	504 (0.26%)	\$1,893.78 (1.74%)	12.97%	\$3.76	\$3.92
7.	1,346 (0.79%)	1,760 (0.73%)	42,193 (0.41%)	1,559 (0.80%)	\$1,842.91 (1.70%)	3.69%	\$1.18	\$0.21
8.	3,001 (1.75%)	4,903 (2.05%)	33,124 (0.32%)	3,514 (1.80%)	\$1,769.54 (1.63%)	10.61%	\$0.50	\$2.67
9.	1,513 (0.88%)	1,978 (0.83%)	12,591 (0.12%)	1,622 (0.83%)	\$1,601.75 (1.47%)	12.88%	\$0.99	\$1.16
10.	316 (0.18%)	442 (0.18%)	3,141 (0.03%)	406 (0.21%)	\$1,567.70 (1.44%)	12.93%	\$3.86	\$0.98
115	2,325 (1.36%)	2,959 (1.23%)	14,454 (0.14%)	2,628 (1.35%)	\$1,462.63 (1.35%)	18.18%	\$0.56	\$0.32

"Incremental" Revenue

- Branded paid search queries = "navigational queries"
- Brand ad above organic listing isn't 100% incremental
- Segment brand and remarketing from acquisition in analysis
- Nonbrand paid search campaign should be positive without aid of brand revenue
- Compare paid search CPC to other channels

"Incremental" Revenue

Your agency shouldn't take credit for revenue from your brand key phrases.





Attribution Numbers Will Never Match

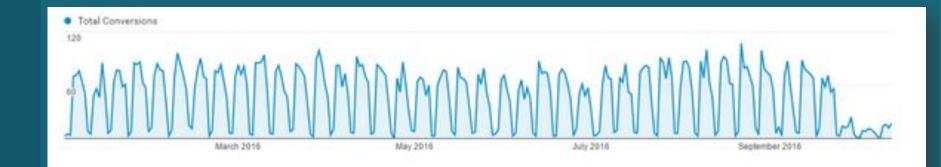


Attribution Numbers Will Never Match

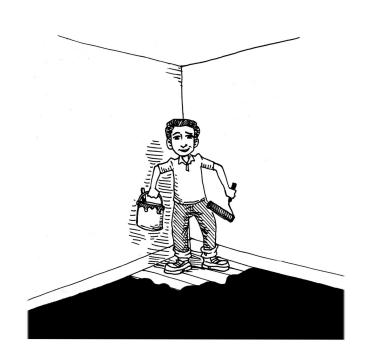


Touch Points = Conversion

Before You Panic







Search Marketing Tools

















Search Industry Resources

- Search Engine Land
- Search Engine Watch
- Moz Blog
- Backlinko Brian Dean
- WordStream
- PPC Hero

Words of Wisdom



Give a man a fish, you feed him for a day. Teach a man to fish, you can target him with fishing-equipment ads for a lifetime.

10:53 AM · 10/12/21 · Twitter Web App

250 Retweets 24 Quote Tweets 1,391 Likes

Summary

Are your campaigns profitable with only incremental revenue?

Easy wins with paid search bid adjustments:

- raise desktop
- Bing
- demographics

Consider running a YouTube campaign.

GMB Opportunities:

- Add a description
- Google Posts
- Post common FAQs
- Answer questions!

