

## **Social Media and Search Marketing for Tourism**

## About Me.....







Posted by Paul McGarrity 22 July 2019 · 🕥

Taste of Cavan, the county's very own food and drink festival returns this year on Fri 9th - Sat 10th August '19 at Cavan Equestrian Centre,... See more

...







### Training Objectives

Social Media Overview

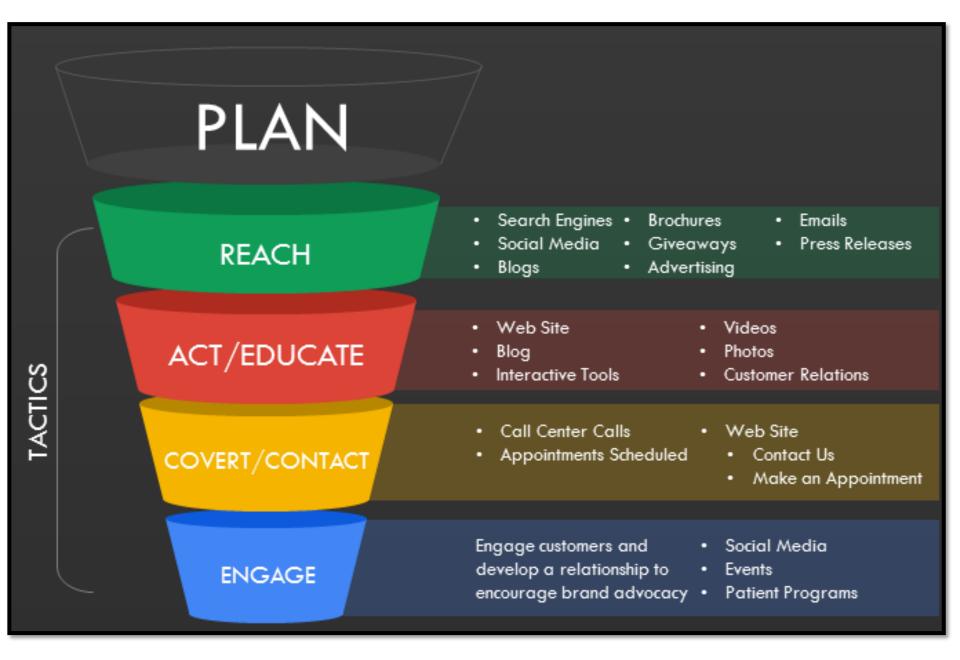
Review of best practice in Social Media and Search for Tourism

Social Media Marketing – Content and Engagement

Search Marketing: What is it and how can you benefit from it.

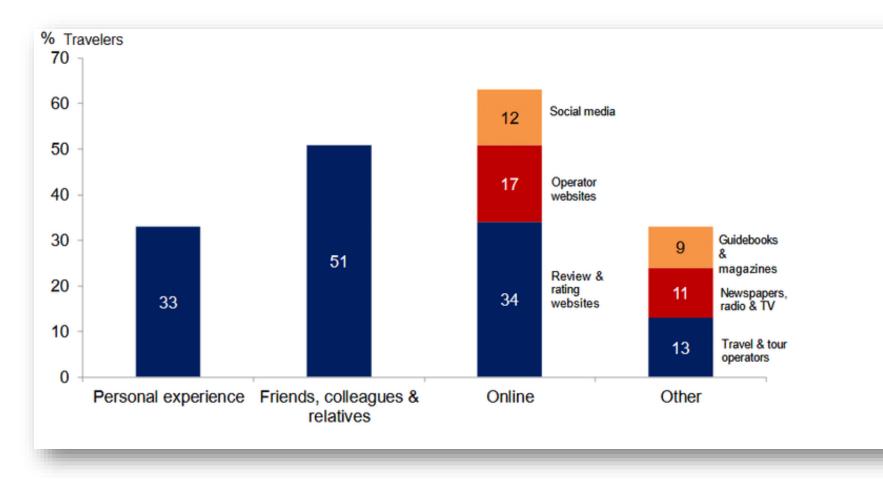
SEO Tips to improve your business.

## SOCIAL MEDIA MARKETING FOR TOURISM AND HOSPITALITY



## **Modern Tourism Marketing**

### **Impact of Online on Tourism Environment**



Source: www.researchgate.net, 2018



Top posts

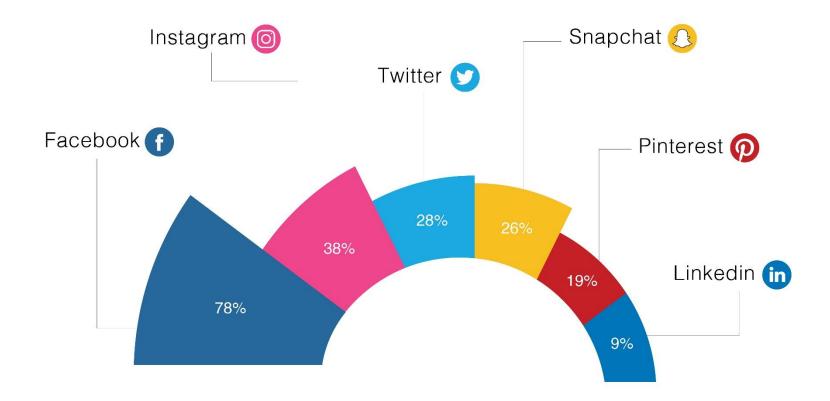


## Guide to Social Media Networks and Usage





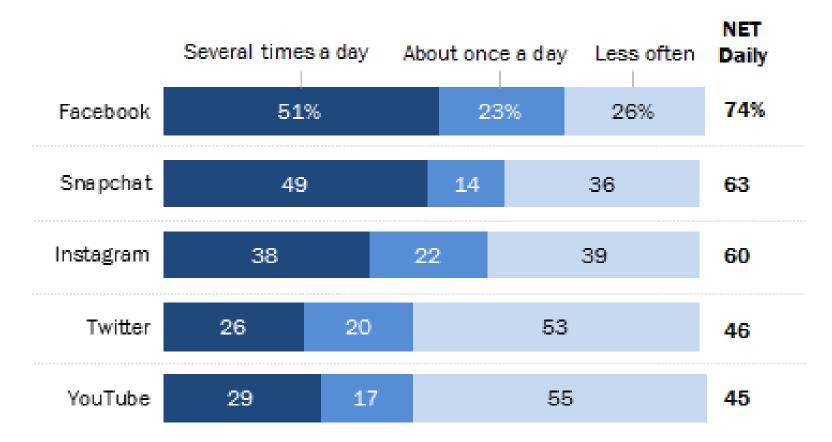
### Social Media Network Use: Northern Ireland 2019



\*Types of social networks that consumers log on to regularly (ie log on at least once per week), NI March 2019. Base: 650 NI internet users aged 16+ (Source: Toluna / Mintel)

## A majority of Facebook, Snapchat and Instagram users visit these platforms on a daily basis

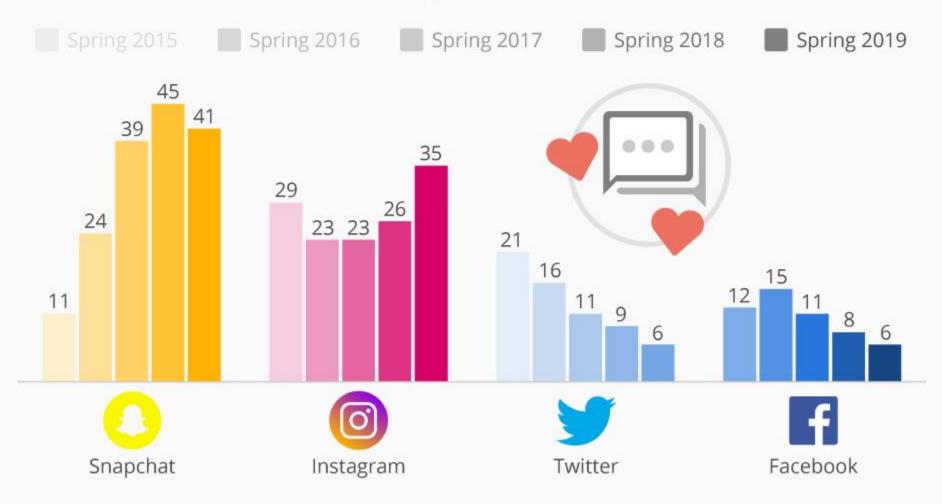
Among U.S. adults who say they use \_\_\_\_, the % who use each site ...



Source: Pew Research Centre, 2018

## Facebook and Twitter Are Old News to Young People

% of U.S. teens who consider the following social networks their favorite



All results based on a bi-annual survey of ~8,000 U.S. teens with an average age of ~16 years

@StatistaCharts Source: PiperJaffray

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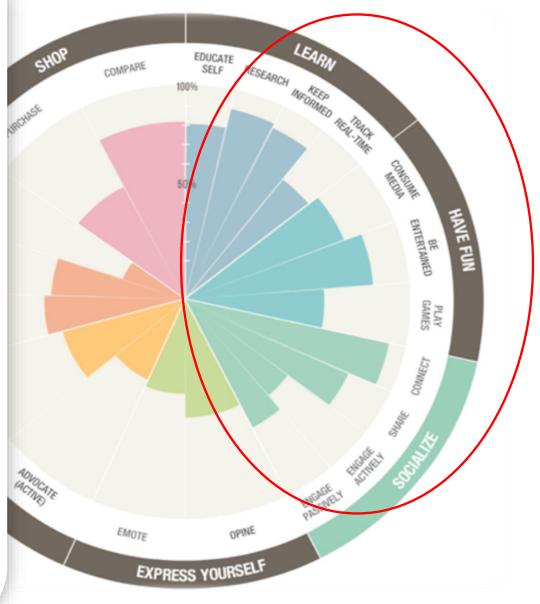


## **Top Tips on Social Media**



# "Reflect the Reasons Why People Are on Social Media."

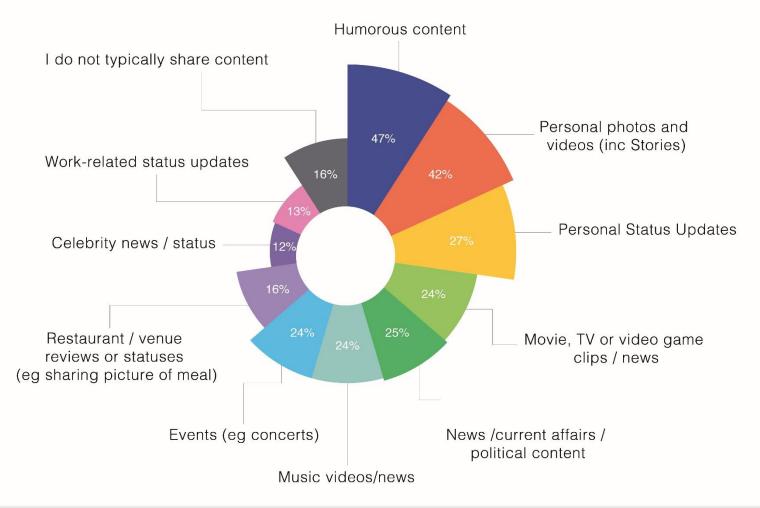








### Social Media Content Liked: Northern Ireland 2019



\*Types of content consumers 'like' (eg Private messages, on your profile) on social media networks most often, NI March 2019. Base: 613 NI internet users aged 16+ "Make Your Content People Centred!"



#### Visit Wicklow 28 September at 13:45 · 🚱

Wicklow Wolf Brewing Company celebrated their 5th birthday this week by opening a brand new 35hectolitre brewhouse and taproom, close to Newtownmountkennedy, **#Wicklow**!

Providence, and pride in Wicklow, means they use hops from their own Wicklow Wolf hop farm located in the Wicklow Mountains. And sustainability is at the heart of what they do, the farm being home to over 1,000 indigenous Irish trees that were planted to help offset carbon emissions, and to create new areas of biodiversity.

Tours of the new Wicklow Wolf Brewery will be available very soon, so we'll keep you posted **b @** 

#### Wicklow Wolf Brewing Company



...



## $\bigcirc \bigcirc \bigcirc \checkmark$

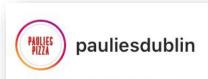


#### Liked by tribalburger and 150 others

#### juniorsdublin Meet Orla!!

"This month marks my 10 year anniversary working in Juniors, which I find crazy! I love it here though. I've attempted leaving a couple of times but of course

"Make Your Content Exceptional!"





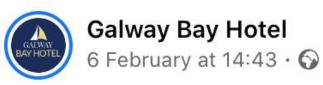
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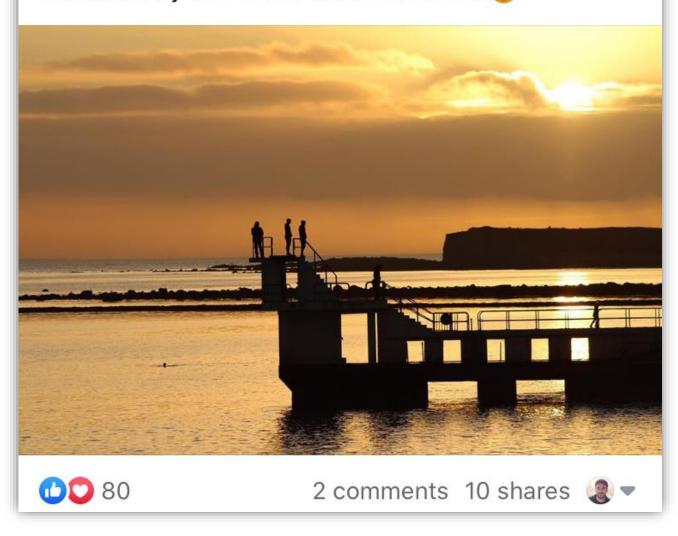


40 likes

pauliesdublin Our favourite antipasti is simply delicious! Fig, prosciutto, basil, burrada & truffle honey 5



This beautiful photo of the sun setting on Galway Bay was taken by one of our team members. 😎



"Embrace User-Generated Content!"



#### paulmcgarrity1976 Collioure





### newfoundlandlabrador 🤗 🔽 🚥

702 posts 134k

134k followers 2

209 following

#### Newfoundland Labrador Tourism

There are endless opportunities to capture everything from our natural wonders to music and culture. Tag #ExploreNL and #IcebergsNL to share. talltrueandtangled.com

#### 













#### 7,449 likes

**newfoundlandlabrador** Some adventures are more colourful than others. What are your favourite fall hikes? **\***: @newfoundland\_photo\_tours, Quidi Vidi Village #ExploreNL #ExploreCanada @DestinationStJohns

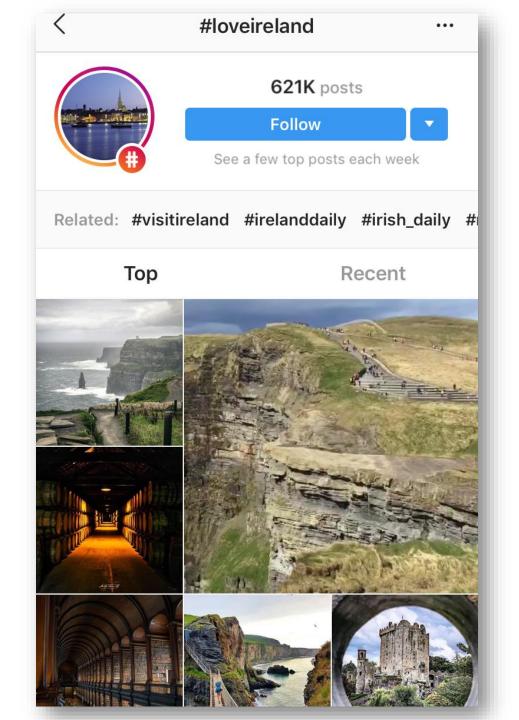






**karaokeefe** One of my favourite places to shoot in St. John's. But there's just something special about the autumn colours. **karaokeefe** One of my favourite places to shoot in St.

 $\square$ 



*"Leverage Power of (Real) Influencers!"* 



#### Pól Ó Conghaile • 1st Travel Editor & Writer 1d • ©

It's easier than ever to take a short break in Northern Ireland. But why, for visitors from the south, do Belfast or Derry seem to feel further than Galway ....see more



Why does Northern Ireland sometimes feel so far away?

independent.ie 🚺



1 Comment





juniorsdublin • Following Juniors



juniorsdublin We had the pleasure to have @dublinfoodguide in our restaurant last night, thanks for your visit! Check out what they had to say below 🖣 🗣 #Repost @dublinfoodguide • • • Hey, nice to meat you 🙆 😋 Last night we checked out the dinner menu @juniorsdublin offering a fresh and tasty variety of meat and fish! They serve a selection of daily specials but make sure to get down early to avoid disappointment, because, when they're gone, they're gone!! Pictured is the tuna taco, their very popular chilled prawns and the special côté de bœuf! Thank you to the team at Juniors for an unforgettable foodie experience,

27 likes

Add a comment...

Pos



#### Monaghan Tourism

...

Published by Julie Sherlock 🕅 - 17 July 2018 - 🚱

Great pictures and a fab review of her first trip to Monaghan by Where is Tara? Come back soon!! #MyMonaghan





"Utilise Stories!"



Meet Alpaca Joe in this wonderful **Taller Stories** video!

... See more



#### **Video Stories**

...



Monaghan Tourism

10 Mar 10 M

...

Published by Julie Sherlock [?] - 5 September 2018 · 🚱

Our travel colleagues at the Independent ie are writing a major feature on Ireland's best dog and pet-friendly destinations, and they'd love to include the best places to eat, stay and play with your pet in Monaghan. Please post your recommendations below-greatly appreciated!



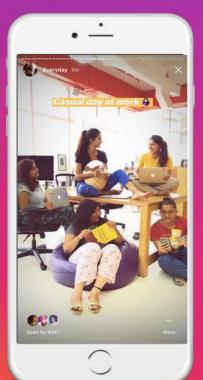
#### Video Stories and Engagement



#### INSTAGRAM STORIES













Meet two women transforming their village with flour and eggs.

Send message

0

# "Utilise Social Media Advertising."

🔀 INDEPENDENT News InFact Politics Voices Indy/Life Sport Business Video Culture Subscribe

#### **FACEBOOK TO ROLL OUT DRASTIC**

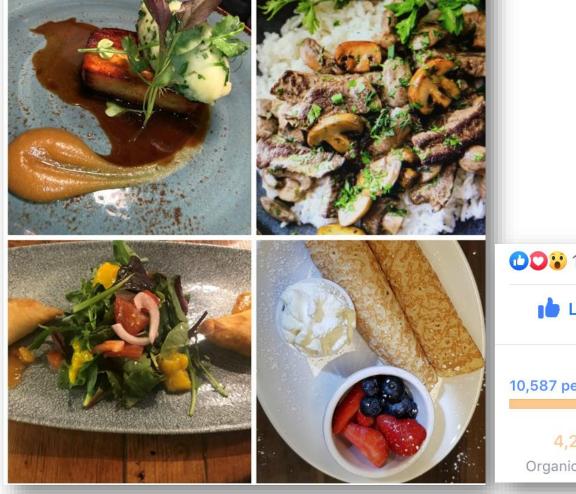
# **NEWS FEED CHANGES ALTERING WHAT**

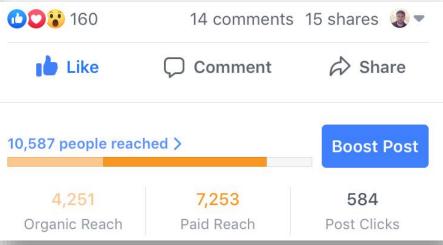
### **EVERY USER SEES**





during Taste of Cavan weekend (10th and 11th Aug), with a food trail calling at some of the tow... See more





#### SOCIAL MEDIA ENGAGEMENT







#### **Liz Cullinane** @liznangel3

Replying to @ScreenAwards and @QFTBelfast

And rightly so, breathing world cinema into an otherwise closed society with @BelfastFilmFes1 of course

15:17 · 07/10/2019 · Twitter for Android

1J

1	Like	
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# Examples: Stakeholder and People Engagement



#### Visit Wicklow 28 September at 13:45 · 🕥

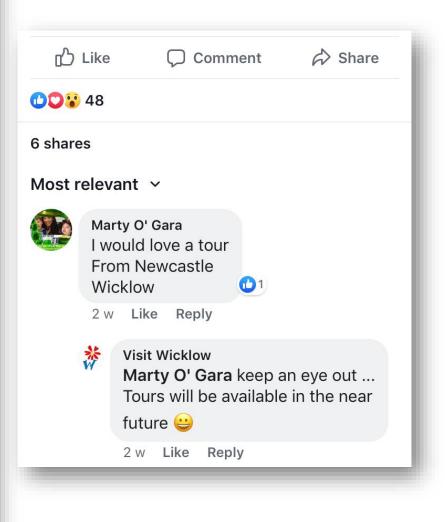
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Tours of the new Wicklow Wolf Brewery will be available very soon, so we'll keep you posted **p** 🖗

#### Wicklow Wolf Brewing Company





#### Use of Hashtags in Campaigns



Rathgall Hillfort, in South **#Wicklow** is a special place and this aerial shot by **Mark Molloy-Photography** certainly show its... See more

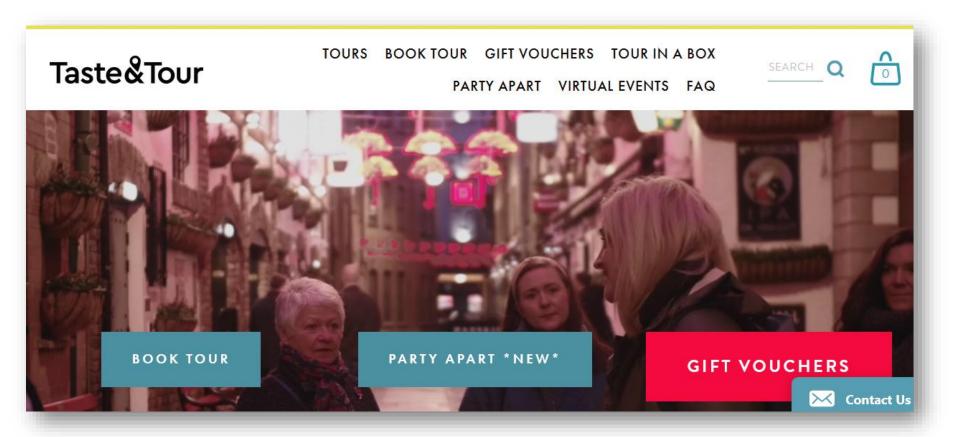
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### **BEST PRACTICE EXAMPLE:**

# TASTE AND TOUR

### **About the Company**



# Product and Experience Marketing

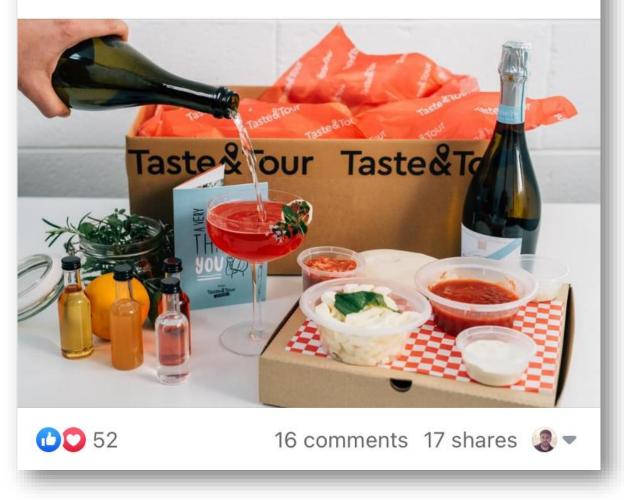


#### Taste and Tour NI

3 Nov · 🚱

We're pretty damn happy with how our Party Apart boxes have come together!

... See more



...



#### Taste and Tour NI

Okay, I know it's only early but, is anyone else thinking about CHEESE? 🧀

Fancy your fix of **Mikes Fancy Cheese** and a selection of other glorious local cheeses for your **#FridayNight** cheeseboard?

You can now buy Mike's Fancy Cheeses in packs of 3 or 4 from **Bottle to Boot** Skip the queues and get free contactless collection slots and deliveries!!

Order now for weekend cheese!!

https://www.bottletoboot.shop/shop/mfc1



#### **Taste and Tour NI** 9 Sep · 🚱

Fancy a few gins (at a social distance, obvs) this weekend?

...

Well, there are some spaces on the Belfast Gin Jaunt this Saturday 12th September kicking off at 1pm.

I wonder what this mystery gin you'll get to try could be? 🧐

Grab your tickets now: https://bit.ly/35iL9dp





Taste and Tour NI 31 Jan · 🚱

#### #CaptionCaroline

Let's have some Friday fun and see who can come up with the best caption for this pic!

For anyone who knows and loves Caroline like we do, she will be delighted about this game...teehee



# Stakeholder Content and Engagement



#### Taste and Tour NI

Okay, I know it's only early but, is anyone else thinking about CHEESE?

...

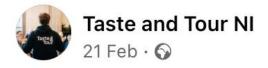
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Order now for weekend cheese!!

https://www.bottletoboot.shop/shop/mfc1





Buenos dias! **#CaptionCaroline** goes Spanish today!

Caroline is currently in 🔆 sunny 🄆 Madrid with **Tourism Ireland** as part of the promotion of the new brand for Northern Ireland "Embrace a Giant Spirit" and the **#TasteTheIsland** campaign.

Guests enjoyed Mikes Fancy Cheese, Abernethy Butter Company, Broighter Gold Rapeseed Oil and Ispini Charcuterie (which they even thought was Spanish!!)



...



Taste and Tour NI <sup>™</sup> · 29/10/2020 ···· 100% on board. Things have to change.

Boundary Brewing · 29/10/2020

The Licensing Laws in Northern Ireland are being changed.

We have an opportunity to reform them for the better.

craftbeerni.com





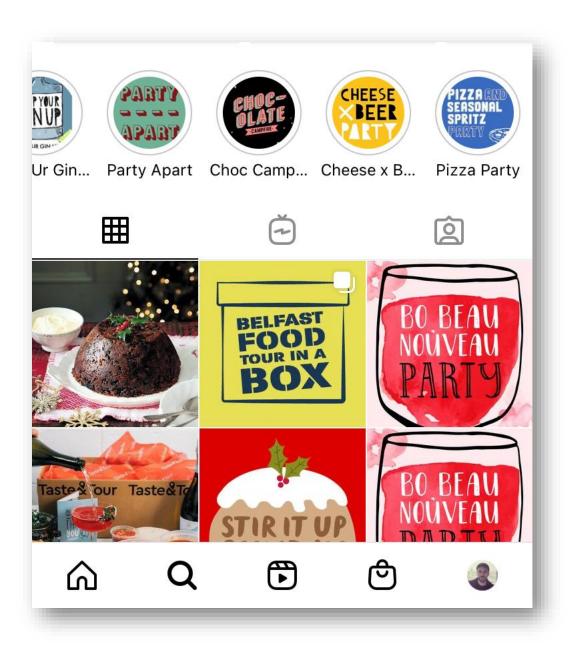
Surely a cocktail hour that lasts for three is the best kind?

Introducing the CITY COCKTAIL CIRCUIT!

Our cocktail experts have diligently tasted the finest cocktails Belfast has to offer and filtered their experience into a 3 hour dander around the best drinks in the city.

You'll visit 5 awesome cocktail venues, enjoy 7 different cocktails, nibbles along the way, demonstrations, learn about the history of cocktails and more.







 $\square$ 



45 likes

tasteandtour Do you love gin this much?

# Social Pics : )



Taste and Tour

Award-winning, 5-star NI Tourist Board rated, series of Food & Drink Tours. We've made it our business to lead you to Belfast's best flavours.

3,763

Followers

83

Following

tasteandtour.co.uk/tourinabox

B102 Portview Trade Centre 310 Newtownards R

167

Posts

Belfast, United Kingdom

Followed by arcadia.deli, robyn\_mcmurray16 and 20 others









Ur Gin...

Party Apart Choc Camp... Cheese x B...

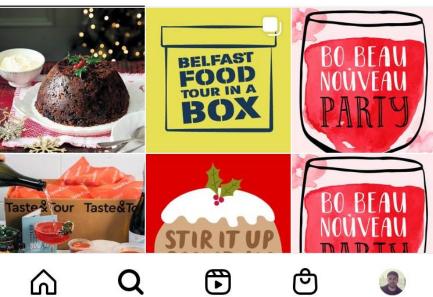
Pizza Partv











#### **Customer Service**



#### **Taste and Tour NI**

Typically replies within a few hours Food tour agency

We are currently receiving a much higher number of emails than normal and are dealing with these as best we can. Please see our most recent post for an update.

When you send a message, Taste and Tour NI will see your public info.

Is anyone available to chat?

I have a question. Can you help?

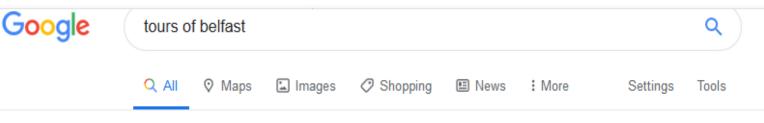
### SEARCH MARKETING FOR TOURISM AND HOSPITALITY

# Search Engine Marketing Overview

### Definition

### **Search Engine Marketing (SEM)** = Search Engine Optimisation + Pay Per Click Marketing





About 12,700,000 results (0.67 seconds)

### ✓ Ad • www.viator.com/

### The 10 Best Belfast Tours, Excursions & Activities 2020

Keep Your Plans Flexible. Reserve Your Activity Now & Pay Later. Quick & Easy Purchase with Flexibility to Cancel up to 24 Hours Before the **Tours** Starts. Low Price Guarantee. 24/7 Live Support. Verified Reviews. Photos, Videos, & Maps. Skip the Line Tickets. Free Cancelation · Day Cruises · Price Match Guarantee · London Tours & Tickets

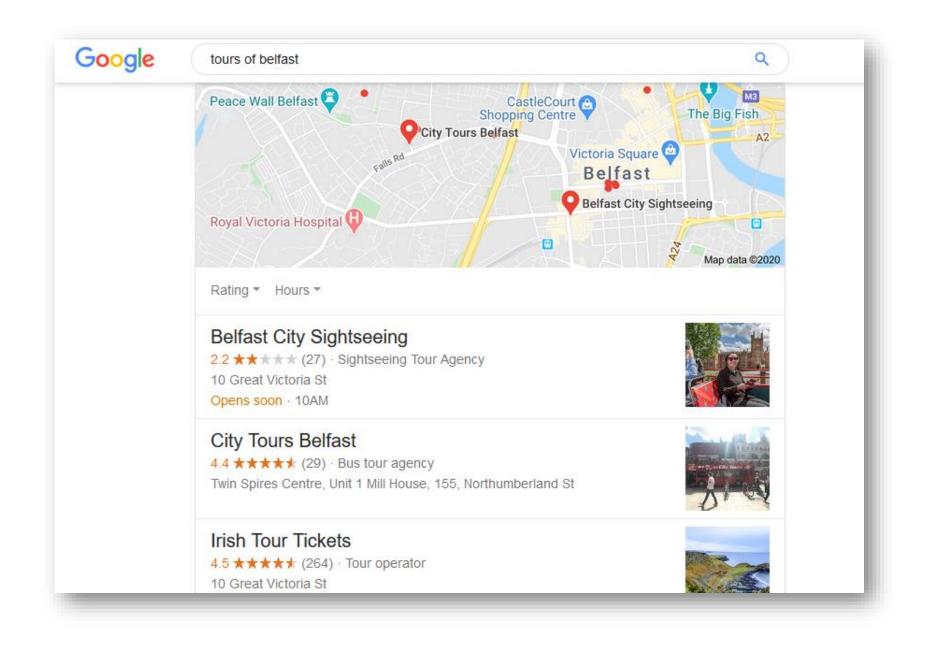
### Ad • www.getyourguide.com/

### Tours Of Belfast | Tours Tickets and Activities

Make the most of each moment when you travel. Skip the hassle and book in advance. Convenient cancellation up to 24 hours before your event — no questions asked. Sightseeing **tours**. Skip-the-line tickets. Top attraction tickets. Thousands of destinations. Day Trips · Top Hop-on Hop-off Tours · Top-Rated Walking Tours · Tours · Belfast Murals

Ad • www.tmcoachhire.com/Coach/Hire 028 9061 6666 Belfast City Tours | Belfast's No 1 Bus Company

Great Service, Excellent Coaches, **Belfast** & Lisburn Bus Company. Call Now! Tailored **Belfast Tours**. Competitive Rates. Establised 2003. Luxury Coach Hire.



### Q

Ŵ w.tripadvisor.co.uk 🗤 🗤 > Belfast > Things to do in Belfast 🔻

### THE 10 BEST Belfast Tours - Tripadvisor

Northern Ireland Highlights Day Trip Including Giant's Causeway from Dublin. cab tours belfast. Game of Thrones and Giant's Causeway Full-Day Tour from Belfast. Giant's Causeway Day Trip from Belfast. City Sightseeing Belfast Hop-On Hop-Off Bus Tour. Belfast Troubles City Centre Walking Tour.

🕼 itbelfast.com > see-do > sightseeing-tours 🔻

### Sightseeing Tours | Visit Belfast

Results 1 - 61 of 61 - Explore Belfast and Northern Ireland with a sightseeing tour led by an experienced local guide.

People also ask	
How long does Belfast bus tour last?	~
Do I need to book tickets for Titanic Belfast?	~
How do I get to the Giant's Causeway from Belfast?	~
Can you buy city sightseeing tickets on the bus?	~

Feedback

Ww.viator.com > ... > Northern Ireland Tours > Things to do in Belfast T The 10 Best Belfast Tours, Adventures, & Activities 2020 - Viator Belfast Tours, Tickets, & Excursions. ... Giant's Causeway Premium Day Tour from Belfast



# **PPC Vs SEO**



### WHAT IS SEO?

SEO or Search Engine Optimization traffic is achieved by achieving high rankings in the natural search results. When using SEO, organic search results are generated. Following SEO best practices will allow your site to get displayed on these pages more prominently and more often.

### WHAT IS PPC?

PPC or Pay Per Click enables you to quickly get your website listing on the sponsored results sections of search engines by paying for it. You pay a fee based on how competitive your chosen keyword is whenever a view clicks through from your ad to your website.

### **Source: Search Engine Land**



### WHY SEO WOULD WIN? \star 🛪 🖈



### WHY PPC WOELD WIN? \*\*

SEO's return on investment will continue to rise in the long run. Residual benefit will be seen even when your budget has stopped. PPC has instant results and can generate visitors early in a site launch.





Searches tend to trust organic listings more than sponsored links. Once your site gets a good ranking, your brand is immediately perceived as reputable. PPC is protected from algorithm updates. It guarantees a steady stream of visitors when it's paid for no matter what changes search engines make.



....

The cost of SEO is relatively fixed, independent of click volume.

PPC traffic are highly targeted hence people arriving at a retailers site from paid ads are more likely to buy than those who came from an organic link.

### Source: Search Engine Land



### WHY SEO WOULD LOSE? \star 🖈 🖈



### WHY PPC WOULD LOSE? $\star \star \star$

X

SEO takes time for results of the work to take effect and requires ongoing upkeep for a gradual process of improvement.

PPC has a learning curve and requires testing website variables to improve conversions and find out whether your ROI is positive or negative.



Algorithms change from time to time. When that happens, sites that have been optimized in one way can lose rankings and profits practically overnight. PPC advertising requires money to buy traffic. It can be really costly if you are misguided and execute your campaigns incorrectly.

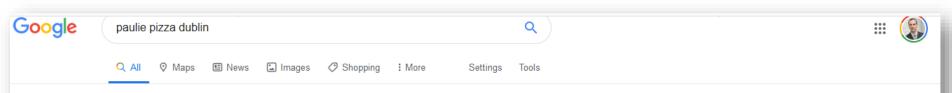


A lot of things are out of your control and your competitors may use unethical strategies to get ahead of you. Web searches don't trust PPC listings very much. The fact is that people don't like to be sold or have advertising slamming down their throats.



### Source: Search Engine Land

# Local Search: Google My Business



About 75,000 results (0.42 seconds)

paulies.ie 🔻

#### Paulie's Pizza - Casual location for Neopolitan-style wood ...

Upper Grand Canal Street **Dublin** 4. Tel: 01 664 3658. Juniors Deli & Cafe. **Paulie's Pizza**. Vera **Pizza** Napoletana. christmas **menu** · Juniors Instagram · Juniors ...

www.tripadvisor.co.uk > ... > Dublin > Dublin Restaurants

#### PAULIE'S PIZZA, Dublin - Updated 2020 Restaurant Reviews ...

★★★★★ Rating: 4.5 - 592 reviews - Price range: ££ - £££ Paulie's Pizza, Dublin: See 592 unbiased reviews of Paulie's Pizza, rated 4.5 of 5 on Tripadvisor and ranked #166 of 2716 restaurants in Dublin.

www.menupages.ie > Dublin > City Centre > City Centre South 💌

#### Paulie's Pizza Menu Online | Specials & Prices | Menupages

View Paulie's Pizza Menu City Centre South Dublin Online at MenuPages. Check specials, dishes, prices, courses and other menu information.

Www.menupages.ie > Dublin > City Centre > City Centre South Book a table at Paulie's Pizza, Online - Menupages.ie



### **Paulies Pizza**

Website Directions

4.6 ★★★★ 1,525 Google reviews

££ · Pizza restaurant

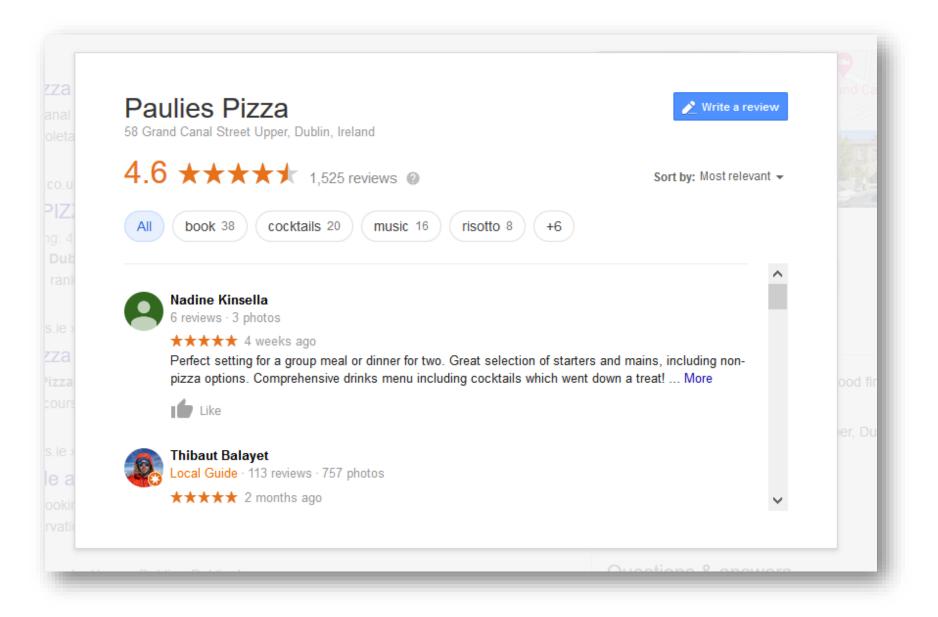
Casual location for Neopolitan-style wood fired pizza and antipasti made with imported ingredients.

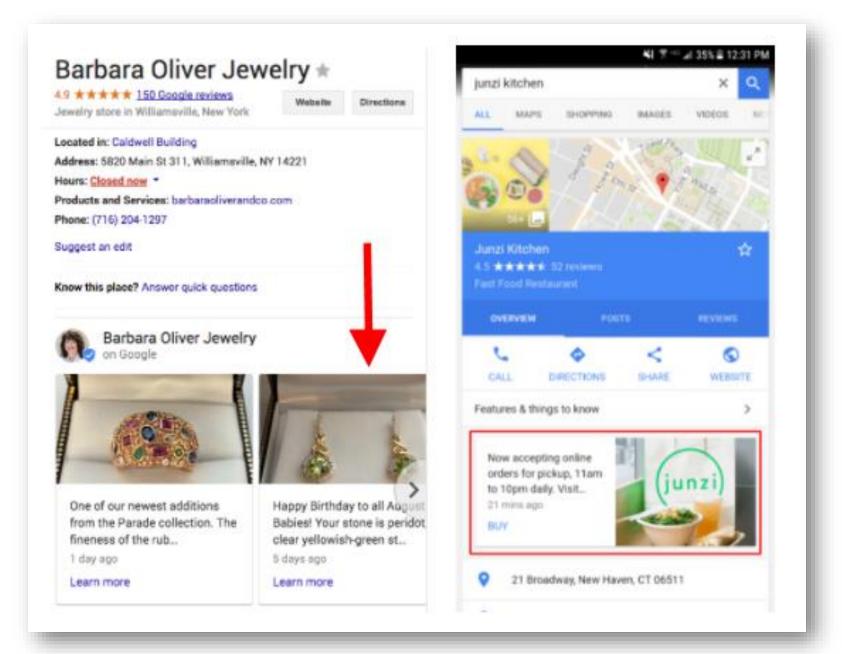
Save

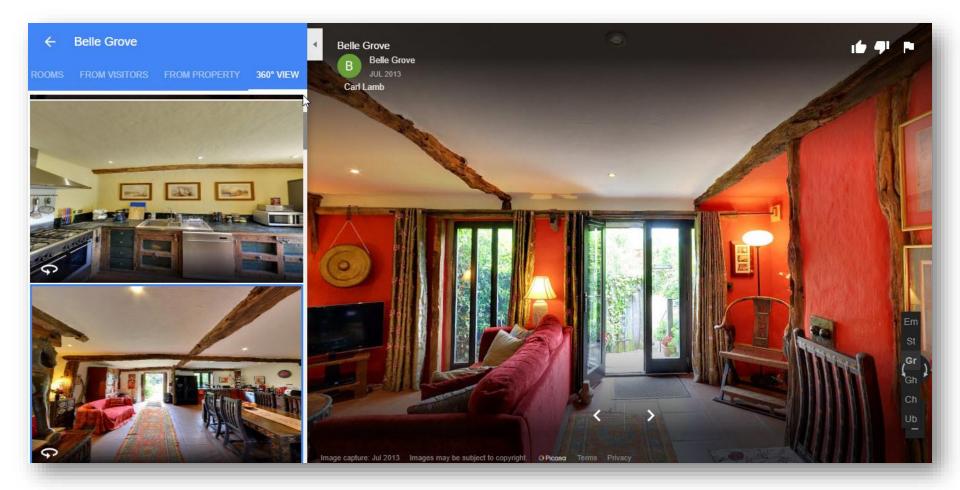
Address: 58 Grand Canal Street Upper, Dublin, D04 FK13, Ireland

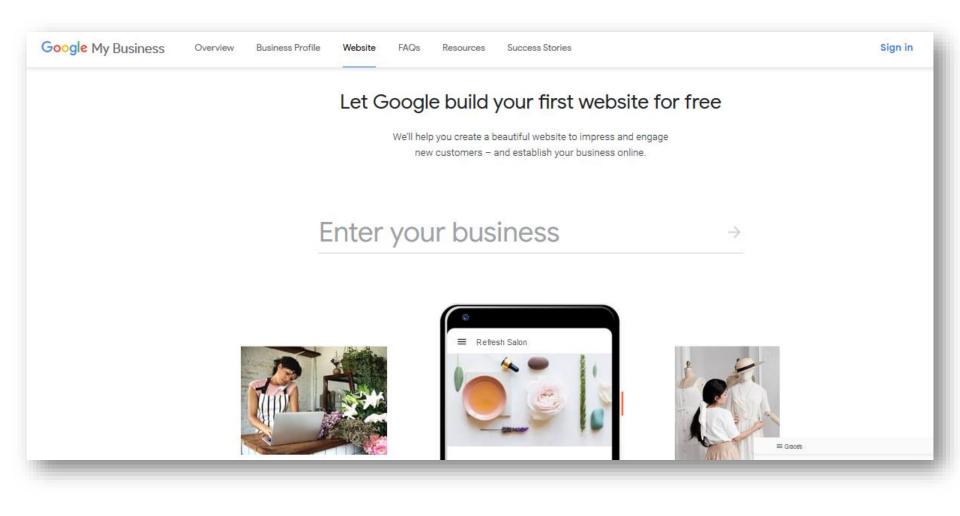
Hours: Closed · Opens 6PM -

Phone: +353 1 664 3658











### Update Your Business Info

Add Photos – Exterior, Interior and Staff!

Virtual Tour

**Respond to Reviews** 

# **Keyphrase Research**

Keyword research provides you with specific search data that can help you answer questions like:

- What are people searching for?
- How many people are searching for it?
- In what format do they want that information?



### Take the time to do this!

- Q. What keyphrases are relevant to my business?
- Q. How relevant are they?
- Q. Why are people searching for the phrases?

Q. What content can I create that meets their needs (for SEO)

### Understanding User Intent ....

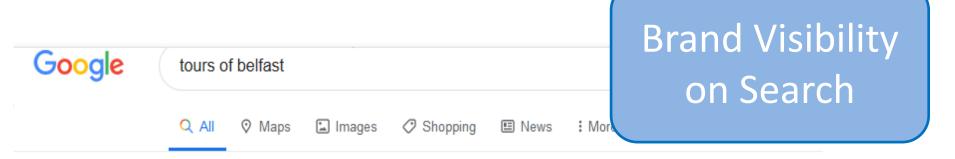
## Selecting Keyphrases

Short Phrase	Long Tail Phrase
Belfast tours	Small private group tours Belfast
Northern Ireland Tours	Private Northern Ireland Tours / escorted northern Ireland tours
NI Tours	Belfast food and drink tours / Belfast tapa tours

# Paid Search (Pay Per Click / Search Engine Advertising)

Google AdWords Definition

Google's own advertising service which allows you to place search results for your website on a search engine results page (SERP) by paying for them.



About 12	,700,000	results (	0.67	seconds)
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### 🛛 Ad • www.viator.com/

### The 10 Best Belfast Tours, Excursions & Activities 2020

Keep Your Plans Flexible. Reserve Your Activity Now & Pay Later. Quick & Easy Purchase with Flexibility to Cancel up to 24 Hours Before the **Tours** Starts. Low Price Guarantee. 24/7 Live Support. Verified Reviews. Photos, Videos, & Maps. Skip the Line Tickets. Free Cancelation · Day Cruises · Price Match Guarantee · London Tours & Tickets

### Ad • www.getyourguide.com/

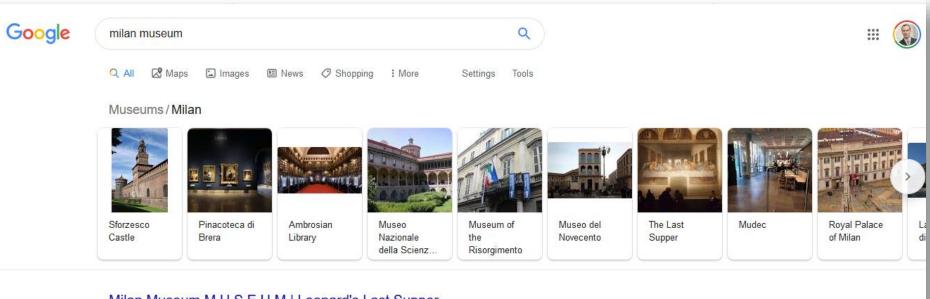
### Tours Of Belfast | Tours Tickets and Activities

Make the most of each moment when you travel. Skip the hassle and book in advance. Convenient cancellation up to 24 hours before your event — no questions asked. Sightseeing **tours**. Skip-the-line tickets. Top attraction tickets. Thousands of destinations. Day Trips · Top Hop-on Hop-off Tours · Top-Rated Walking Tours · Tours · Belfast Murals

### Ad • www.tmcoachhire.com/Coach/Hire 028 9061 6666

### Belfast City Tours | Belfast's No 1 Bus Company

Great Service, Excellent Coaches, **Belfast** & Lisburn Bus Company. Call Now! Tailored **Belfast Tours**. Competitive Rates. Establised 2003. Luxury Coach Hire.



### Milan Museum M U S E U M | Leonard's Last Supper

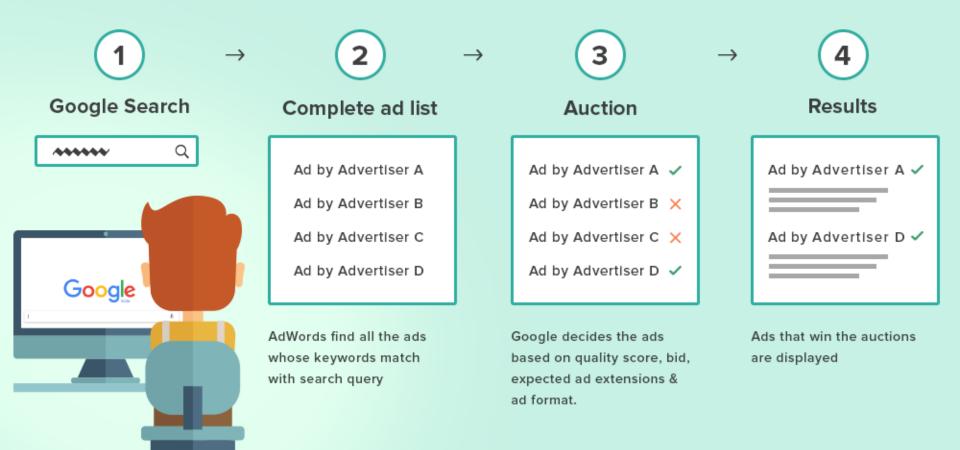
#### Ad www.milan-museum.com/Milan/Museums -

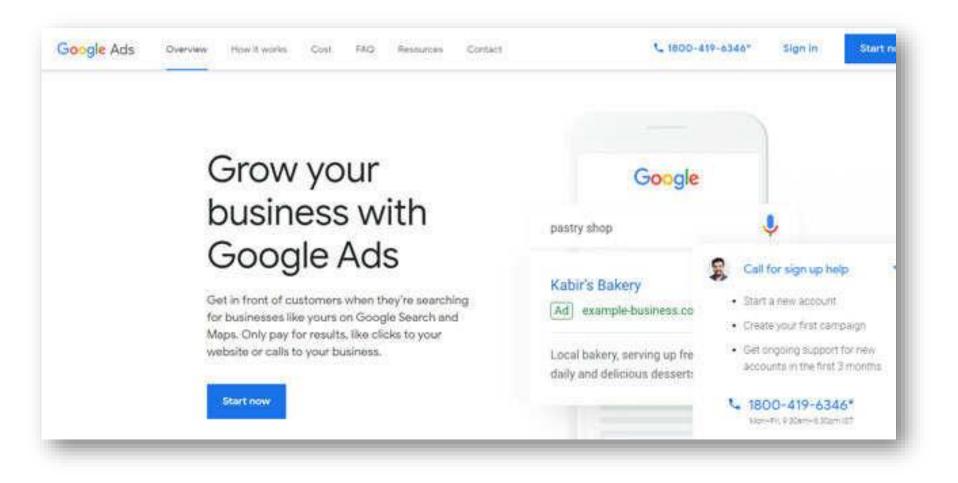
Book Leonard's Last Supper Tickets. Enjoy the visit without queue. Book online the **museums** of **Milan** and skip the line at the entrance. Avoid long lines. Customer Support. Private Guided Tours. Official licensed guides. Destinations: Rome, Florence, **Milan**, Venice.

### Leonardo's Last Supper

Booking Entrance Tickets

#### Pinacoteca Ambrosiana Booking Entrance Tickets





**Outsource?** 

# Google Partner





# **Search Engine Optimisation**



# **Positive Influence: Proactive Influencing of Search Engines**

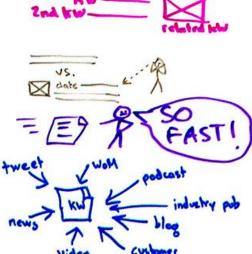
### How to Rank in 2018: The SEO Checklist Crawlable, accessible URLs whose content Google can easily parse and index Keyword research to uncover the words + phrases my keywor Searchers use to find answers to the problems you're via @ Gaetero.1 working to solve. You want a primary keyword and a set of related, shared - intent, secondary keywords. Don Kein I Investigate the SFRP to find what Google believes to via @kernmedia be relevant to the keyword's searchers gao nissing Pieces U Have the most credible, amplify-able person/team available UTHORITY create content that serves the searcher's goal and solves their task better than anyone else on page one I wanna click

Craft a compelling title, meta description, URL, and other elements that can appear in the snippet

Intelligently employ your primary, secondary, and related KUs in the page's text content

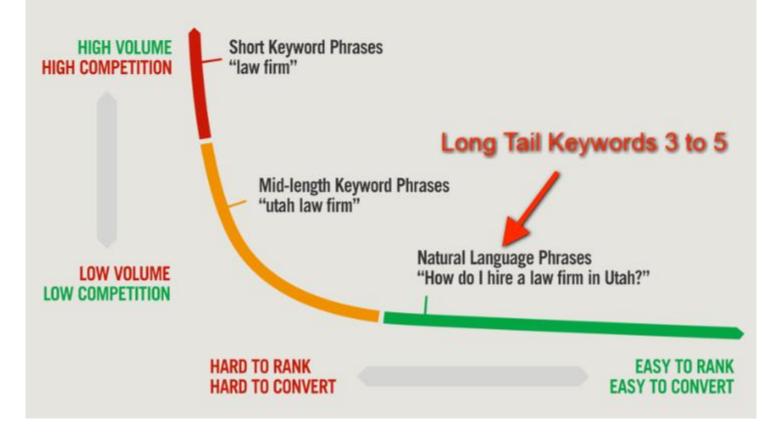
Where relevant, use rich snippet + schema markup to enhance the visibility potential

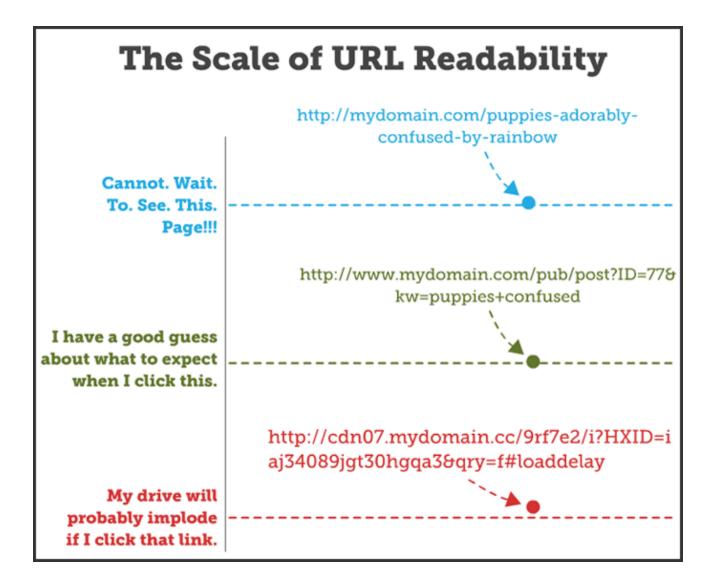
- Definize the page to load fast and look great on every device, at every speed, and make it secure (HTTPS)
- Have a great answer to the question "Who will be pamphity this, and why?" then execute to earn solid links, mentions, and WoM across the web and social networks



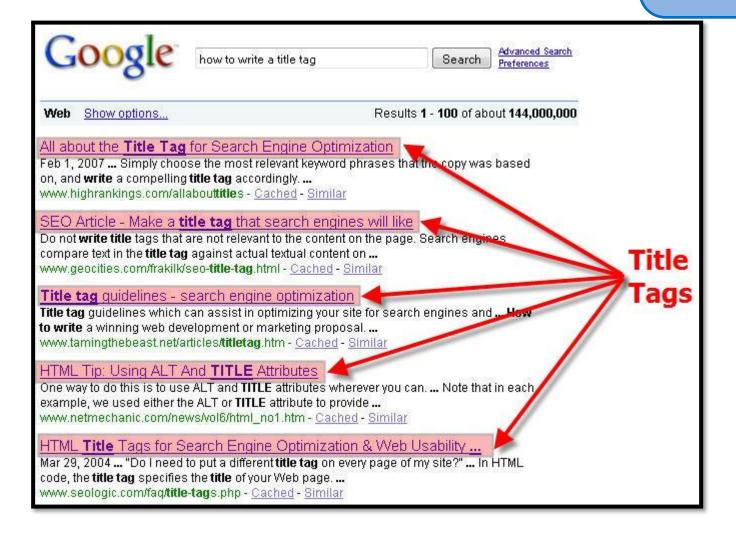
# THE "LONG TAIL" OF SEO

**ARE YOU FOCUSING ON THE RIGHT KEYWORDS?** A small number of keywords get searched for a lot. A lot of keywords get searched for a little. In many cases, the long tail of "natural language" searches can, in aggregate, be larger than the total volume of short keyword phrase searches. They are also less competitive (and therefore easier to rank for), and more relevant (and therefore more likely to convert).





## Meta Information



### Learn Italian in Sicily

Google

Taormina, Province of Messina, Italy · +39 0942 23441 Closed - Opens 8:30AM Thu

Their website mentions learn italian

### I More places

Italian language schools in Sicily, Italian courses in Sicily, Learn Italian ... https://www.myitalianlanguageschools.com/italian-courses-in-italy/sicily.htm Italian courses in Sicily. Scuola VirgilieVia Bernardo Bonaiuto, 20 – Trapani (TP) - Contact. The Italian AcademyPiazzale San Marziano, 1 - Syracuse (SR) - Contact. BabiloniaVia Timoleone, 10 -Taormina (ME) - Contact. Federico II - Centro Lingua ItalianaVia Crociferi, 22 - Catania (CT) - Contact.

## The Italian Academy | Learn Italian in Siracusa, Sicily

#### https://www.theitalianacademy.com/ <

Soak up the Mediterranean culture while enjoying our unique range of courses. 30 years of experience. Quality Italian classes in the heart of Siracusa.

The Italian Academy · Online Courses · Courses in Sicily · Intensive Italian Course

#### People also search for

living in siracusa	myths about italian culture
italian language school palermo	why do i study italian
italian academy of language	is it worth learning italian

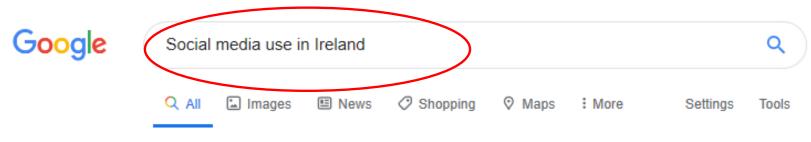
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DIRECTIONS

WEBSITE

# **Content for SEO rankings**



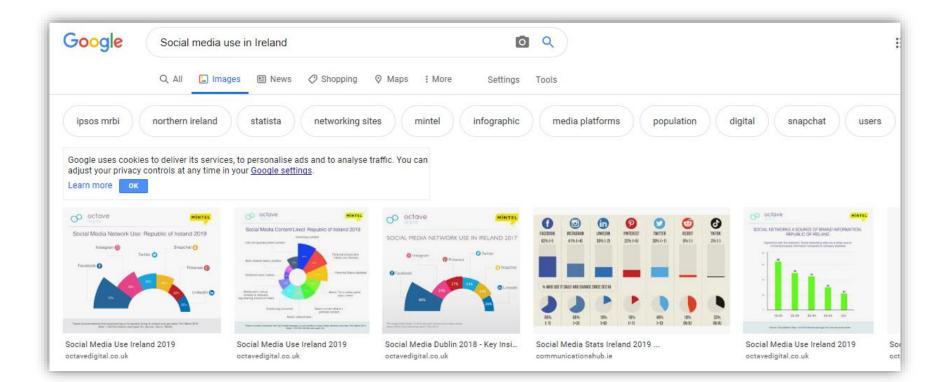
About 1,410,000,000 results (0.54 seconds)

Some 90 per cent of Irish people aged between 16 and 24 **use social media** platforms such as Facebook, Twitter and Instagram, new figures show. Data from the EU's official statistical office Eurostat shows that overall 60 per cent of Irish adults **used social media** last year. This compares to an EU average of 56 per cent. <sup>4 Jul 2019</sup>

Some 90% of Irish people aged between 19 and 24 use social ... https://www.irishtimes.com > business > technology > some-90-of-irish-peop...

Ø About Featured Snippets Peedback

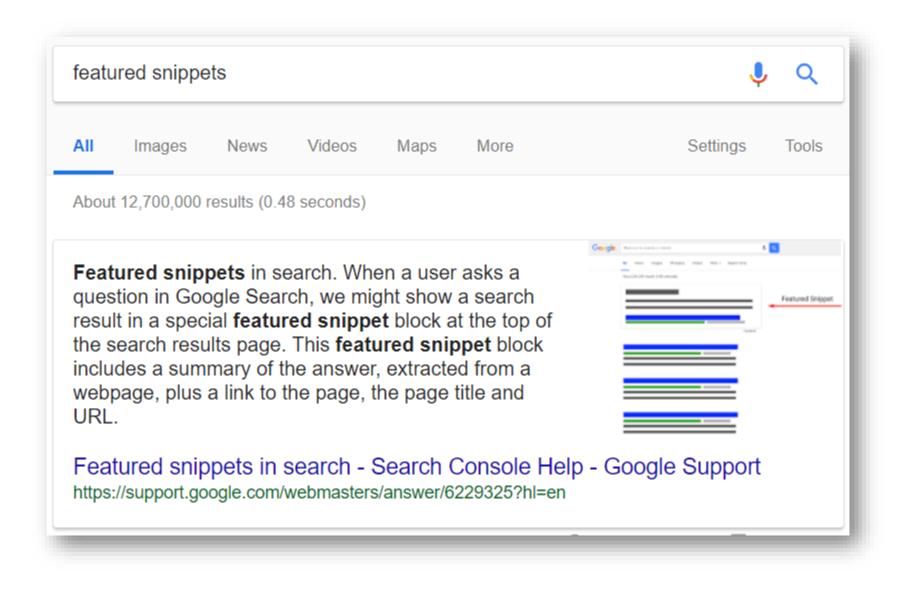




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Page		Page Views % Page Views
1. /2019/09/04/social-media-use-in-ireland-2019/	(F)	2,556 37.38%
2. /	R)	629 9.20%
3. /video-training-ireland/	Ę	426 6.23%
4. /social-media-training/	(R)	368 5.38%

# **Outsourcing SEO**







Develop ideas for your social media content in Summer 2021 based on the ideas and examples highlighted across:

- Making Your Content People Centred
- Featuring interesting / emotional stories
- Featuring great quality visual content
- Utilise User Generated Content

Review and discuss the range of tactics for engaging with others on social media (inc. mentions, replies etc)

What is the value of engaging with people?

Develop a number of new ways you could engage with others.

