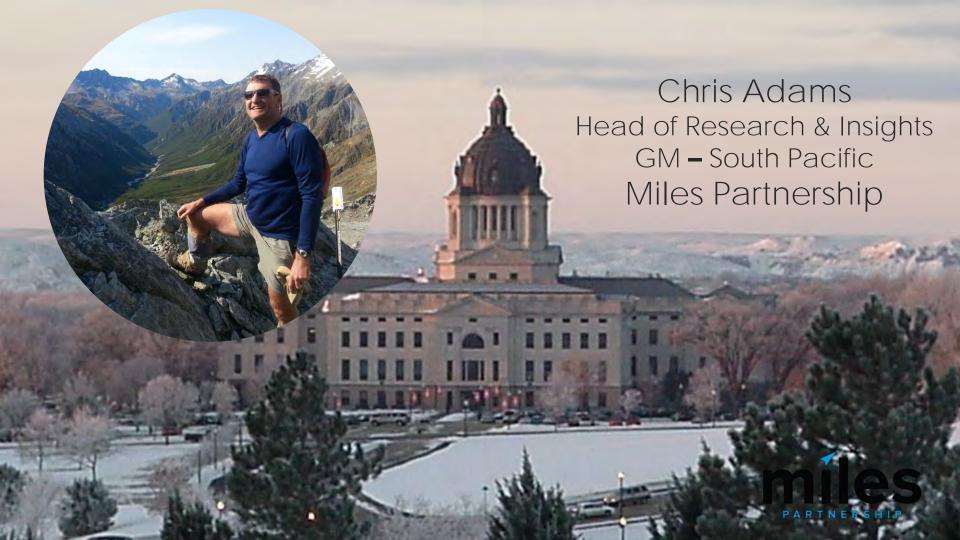
Maximizing your Presence on Google

How South Dakota Businesses & Destinations Can Enhance
Their Presence on Google for FREE

State Tourism Conference
January 17th 2019







Inspired by **travel**



Meet Miles



GOALS FOR TODAY

- 1. Reach more customers on the World's dominant online platform
- 2. Broaden your digital footprint for FREE

3. Engage & convert users with compelling content

WE WILL COVER:

- 1. Evolution of Online Travel
- 2. FOUR Free Tactics for Destinations
- 3. FOUR Free Tactics for Businesses
- 4. Impact & Results
- 5. Questions

Resources & References

Google Opportunities Enhance Your Presence on Google for FREE

SLIDES FROM TODAY:

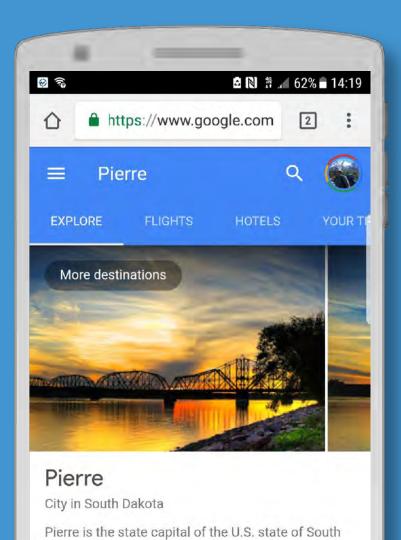
https://MilesPartnership.Gallery/GoogleSD

The state of the s

January 19th 2019

Other White Papers, Research, Blogs www.MilesPartnership.com





EVOLUTION OF ONLINE TRAVEL

Google

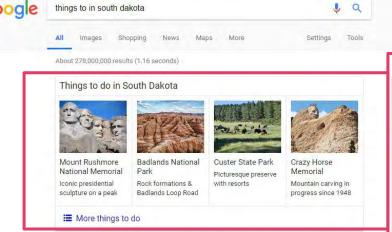
129,590,200

Google Search

I'm Feeling Luck

That's the number of Google searches that will be made during my presentation

Search Engine Results Pages (SERPs)



15 Best Things to Do in South Dakota - 2018 (with Photos) - TripAdvisor

https://www.tripadvisor.com/Attractions-g28962-Activities-South_Dakota.html • Book your tickets online for the top things to do in South Dakota, United States on TripAdvisor; See 94748 traveler reviews and photos of South Dakota tourist.

Mount Rushmore and More Tour - Loop Road - Badlands National Park

20 Free Things to Do in South Dakota - South Dakota - Travel ...

https://www.travelsouthdakota.com/explore-with-us/.../20-free-things-do-south-dakota * 20 Free Things to Do in South Dakota. South Dakota is home to some of the best National Parks in the country, Main Street Shootout, Teddy Bear Town, Mount Rushmore National Memorial, Dinosaur Park, Siouxland Heritage Museums, Spearfish City Park,

Things to Do - South Dakota - Attractions, Monuments, Parks & Events https://www.travelsouthdakota.com/things-to-do -

The South Dakota Travel Site - We believe in vacations where National & State Parks, the Black Hills and Mount Rushmore become part of your family history.

20 Things to Do in South Dakota | Midwest Living

www.midwestliving.com > Travel > South Dakota *

20 Things to Do in South Dakota. Top attractions in South Dakota. Mount Rushmore National Memorial. The World's Only Corn Palace, Badlands National Park, Spearfish Canyon, Photo Courtesy of Casey Tibbs Rodeo Center, Photo Courtesy of Lewis and Clark Recreation Area, Crazy Horse Memorial.



South Dakota is an expansive, sparsely populated midwestern U.S. state where rolling prairies give way to the dramatic Black Hills National Forest. Black Hills is home to 2 historical monuments carved right into towering granite peaks: Mt. Rushmore, the iconic depiction of 4 revered U.S. presidents, and Crazy Horse Memorial, a tribute to the storied Native American tribal leader.

Capital: Pierre

Population: 869,666 (2017)

State bird: Ring-necked Pheasant

Plan a trip

South Dakota travel guide

1 h 32 min flight

Destinations

Badlands

National











Custer State

Deadwood

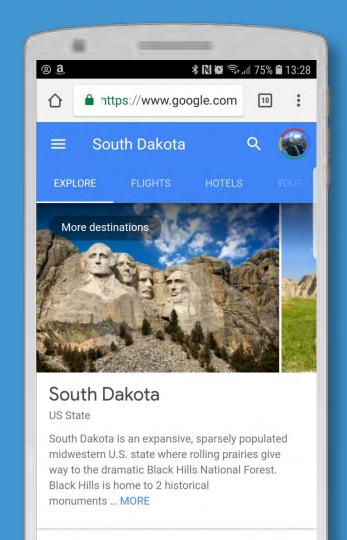
People also search for

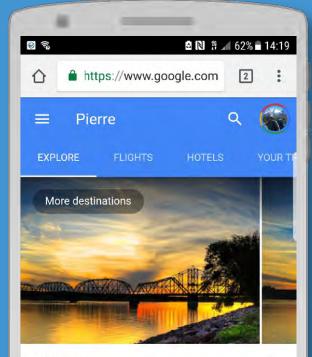
View 10+ more

View 10+ more

Mobile Search

Top Sights & Knowledge Panel





Pierre

City in South Dakota

Pierre is the state capital of the U.S. state of South Dakota, and the county seat of Hughes County. The population was 13,646 at the 2010 census, making it the second-least populous state capital ... MORE

THINGS TO DO

SEE ALL

Quick Answers

Featured Snippets



family friendly things to do in south dakota



Feedback

Q



Kids Only - South Dakota - Travel Ideas & Advice

https://www.travelsouthdakota.com/explore-with-us/spotlights/kids-only
South Dakota must be one of the best kid-friendly places on Earth. Our mountains are climbable, our lakes clean and swimmable. Plus there's pre-historic fish.

About this result

Family Fun - South Dakota - Travel & Tourism Site

https://www.travelsouthdakota.com/things-to-do/attractions/family-fun/list ▼ litems 1 - 12 of 89 - Search Results: Family Fun ... 1880 Town-South Dakota's Original Murdo. 469 Reviews TripAdvisor ... Black Hills Outdoor Fun Rapid City.

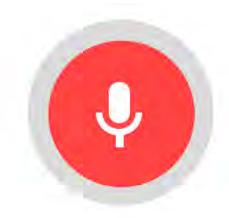
Family Activities & Attractions in SD | Black Hills Vacations

https://www.blackhillsvacations.com/things-to-do/family-activities ▼
Family Activities and Attractions. Beautiful Wonderland Cave. FALL BOGO offer: Book today for travel starting September 3, 2018. Big Thunder Gold Mine. Black Hills Fun Pass. Dakota Discovery Museum. Evans Plunge. Founding Fathers Black Hills:Independence Hall. High Plains Western Heritage Center. Holy Terror Mini Golf ...

Black Hills Fun Pass - Big Thunder Gold Mine - Evans Plunge

INTELLIGENT ASSISTANTS

what family-friendly museums are there in San Francisco







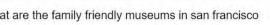




Google Search

I'm Feeling Lucky









Shopping

Images

Maps

News

More

Settings

Tools

About 1,850,000 results (1.10 seconds)

According to sftravel.com



The Walt Disney Family M...



Exploratori...



Children's Creativity Museum



California Academy of Sciences



Musée Mécanique

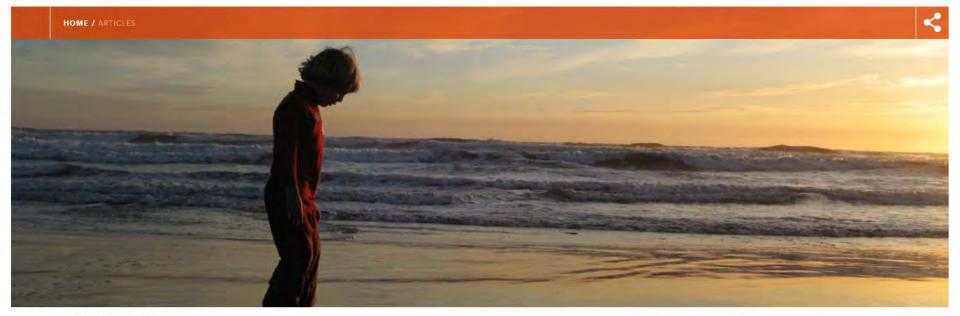
Here are 10 family-friendly activities we recommend for your next San Francisco family vacation:

- · Walt Disney Family Museum. ...
- · Exploratorium. ...
- PIER 39....
- · Children's Creativity Museum. ...
- · Bay Cruise and Water Taxis. ...
- · Chinatown....
- · Golden Gate Park. ...
- · California Academy of Sciences.

More items...

Top 10 San Francisco Family Activities | San Francisco, CA - SF Travel www.sftravel.com/.../san-francisco-family-vacation-top-10-san-francisco-family-activitie...

III Feedback



DECEMBER 20, 2018

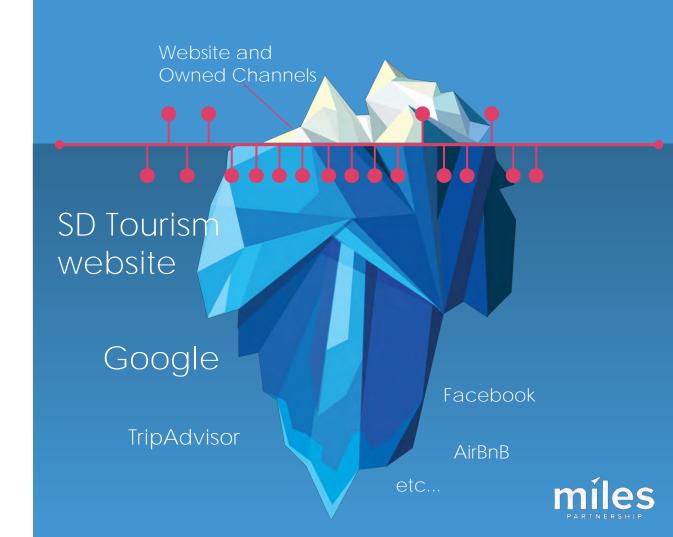
San Francisco is the perfect city for your next family vacation.

SAN FRANCISCO FAMILY VACATION: TOP 10 SAN FRANCISCO FAMILY ACTIVITIES

By Courtney Cvetko Kiser



There's a significant shift going on in organic website traffic in travel and hospitality. Opportunity to expand reach of content beyond owned channels with measurable results



Google is working with Destinations & their industry partners to improve the accuracy & completeness of content across their travel products











EL GUIDES TRIPS APP

MAPS

STREET VIEW







GOOGLE DMO PARTNERSHIP PROGRAM

A set of free tools to enhance the presence of Destinations & tourism businesses across Google's platforms & channels



Google DMO
Partnership:
13 Free tools
Destinations can use to make the most of their visibility within
Google's products.



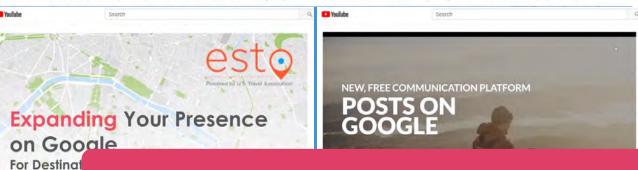


Miles Expert Support Services 5 Services that help DMOs understand, optimize and measure their exposure within Google's platforms and create new value for industry partners.



Google DMO Partnership Program

The Google DMO Partnership Program was announced at the Destinations International Annual Convention in July 2017. Miles Partnership is supporting Google in the roll out of this program to Destination Marketing Organizations (DMOs) globally.

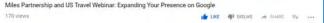


More Information:

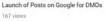
- Application Form for Program
- TrainingWebinars andVideo onProgram
- Updates on Program



www.MilesPartnership.com/GoogleDMOProgram



ESTO Webinar Serie





GOOGLE OPPORTUNITIES FOUR FREE Tactics for Destinations



DESTINATIONS: TACTIC ONE Check Key Locations on Google Flag Problematic Content





Sometimes what we find is scary.

This was the cover photo for a hotel in Florida.

And sometimes it's just weird.

This Emu Farm was part of the images for the Branson Convention Center



Samoa

TRAVEL GUIDE

DESTINATIONS

THINGS TO DO





Samoa

Country in Oceania

Samoa is an country comprising the westernmost group of the Samoan Islands, in Polynesia. Many of its islands have reefbordered beaches and rugged, rainforested interiors with gorges and waterfalls. The islands include Upolu, home to most of Samoa's population, and Savai'i, one of the largest islands in the South Pacific. Smaller islands may have small ... MORE

SEE / THINGS TO DO

DuPuis Management Area













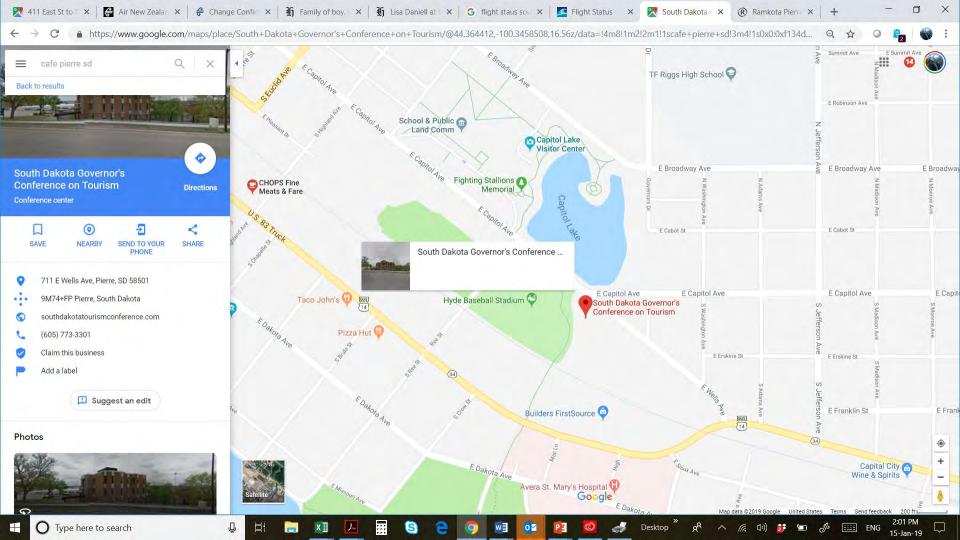
What's wrong with this content?

- Offensive, hateful or sexually explicit
- Copyright or legal issue
- Privacy concern
- Poor quality
- Not a photo or video of the place
- Other

Please share your reason. Examples: inappropriate caption, misclassification, bad audio.

CANCEL

REPORT







SHARE YOUR CONFERENCE EXPERIENCE
WITH THE COMMUNITY

#SDTourism

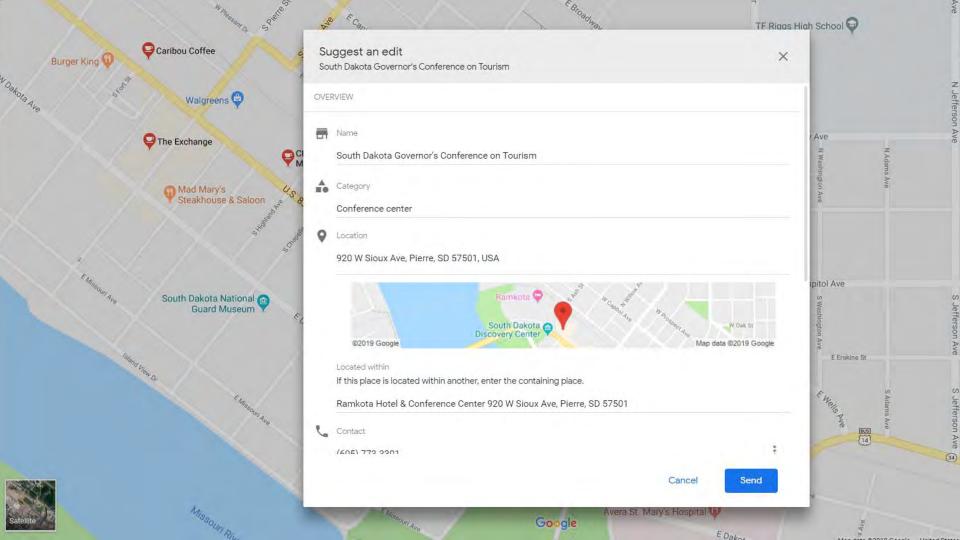
Visit **SDVisit.com** for more about the Department of Tourism, our programs and plans, and what's ahead for the South Dakota tourism industry.



Industry en

SIG

Get monthly upda the Depai



DESTINATIONS: TACTIC TWO Upload high quality images & media* to critical locations in Maps.

*make sure you have the necessary usage rights for this content



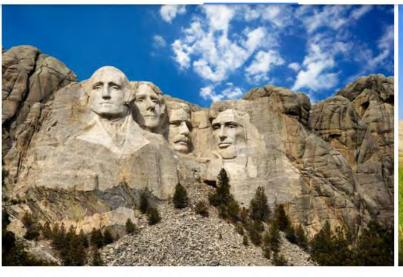
South Dakota



DESTINATIONS

THINGS TO DO

DAY PLANS





South Dakota

US State

South Dakota is an expansive, sparsely populated midwestern U.S. state where rolling prairies give way to the dramatic Black Hills National Forest. Black Hills is home to 2 historical monuments carved right into towering granite peaks: Mt. Rushmore, the iconic depiction of 4 revered U.S. presidents, and Crazy Horse Memorial, a tribute to the storied ... MORE

THINGS TO DO





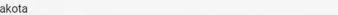




SEE ALL

South Dakota



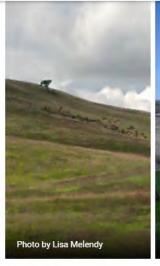




DESTINATIONS

THINGS TO DO

DAY PLANS







South Dakota

US State

South Dakota is an expansive, sparsely populated midwestern U.S. state where rolling prairies give way to the dramatic Black Hills National Forest. Black Hills is home to 2 historical monuments carved right into towering granite peaks: Mt. Rushmore, the iconic depiction of 4 revered U.S. presidents, and Crazy Horse Memorial, a tribute to the storied ... MORE

SEE ALL THINGS TO DO











Pierre

TRAVEL GUIDE

THINGS TO DO

PLAN A TRIP







Pierre

City in South Dakota Pierre is the state capital of the U.S. state of South Dakota, and the county seat of Hughes County. The population was 13,646 at the 2010 census, making it the second-least populous state capital in the United States after Montpelier, Vermont,

and the eighth-most populous city in South Dakota. Founded in 1880 on the east bank of the Missouri River ... MORE

SEE ALL



South Dakota Discovery Center 4.4 **** (38)



South Dakota State Historical Society

10 4 4 4 4 4 (00)



Steamboat Park 4.6 **** (70)



La Framboise Island



2

Yankton

(0)

TRAVEL GUIDE

THINGS TO DO

PLAN A TRIP







Yankton

City in South Dakota

Yankton is a city in, and the County seat of, Yankton County, South Dakota, U.S. The population was 14,454 at the 2010 census. Yankton is the principal city of the Yankton Micropolitan Statistical Area, which includes the entirety of Yankton County, and which had an estimated population of 22,662 as of July 1, 2017. Yankton was the first capital of ... MORE

THINGS TO DO SEE ALL

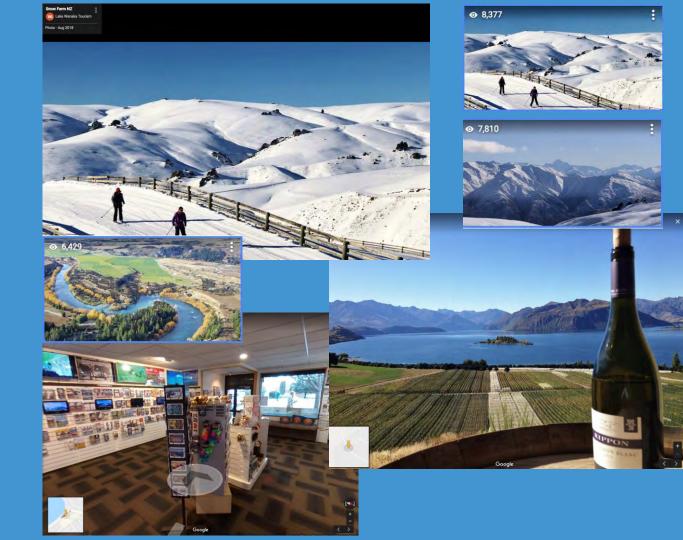




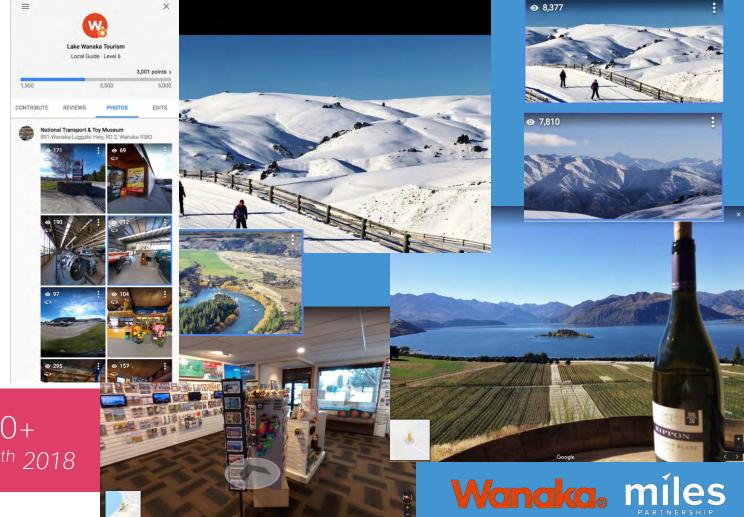




You can re-use, capture & upload images, video, or 360 imagery



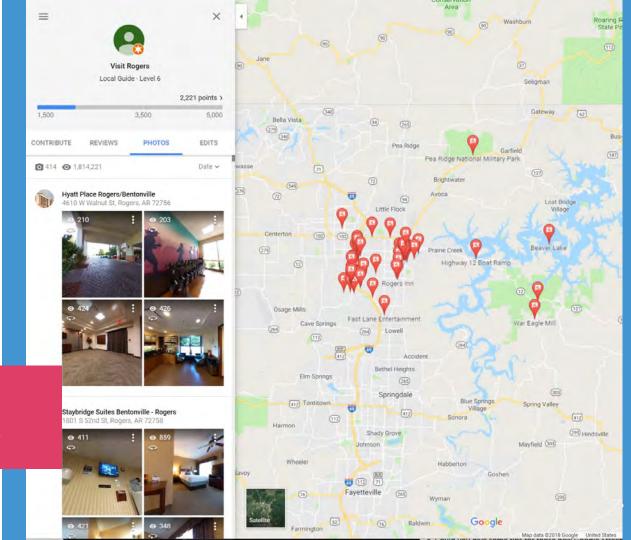


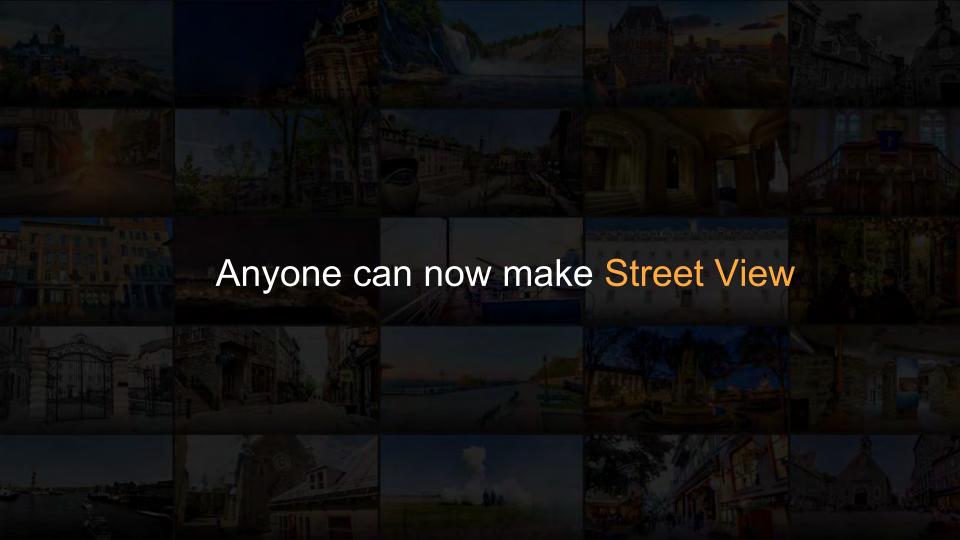


495,000+ Since August 15th 2018



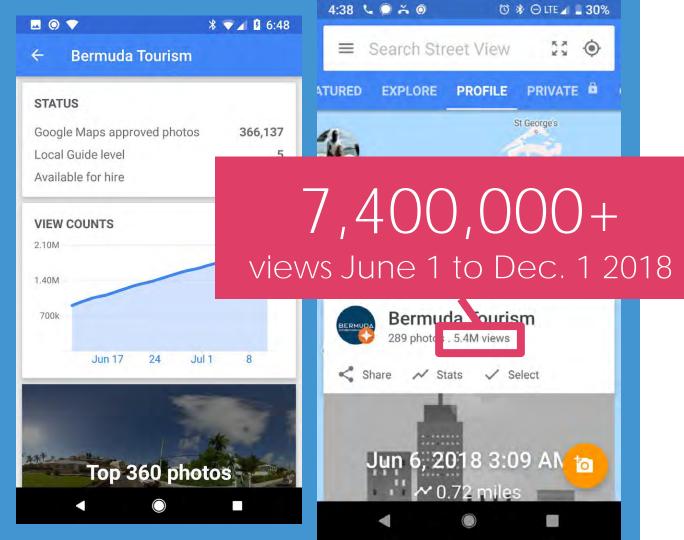
3,214,221 280,000+ per month











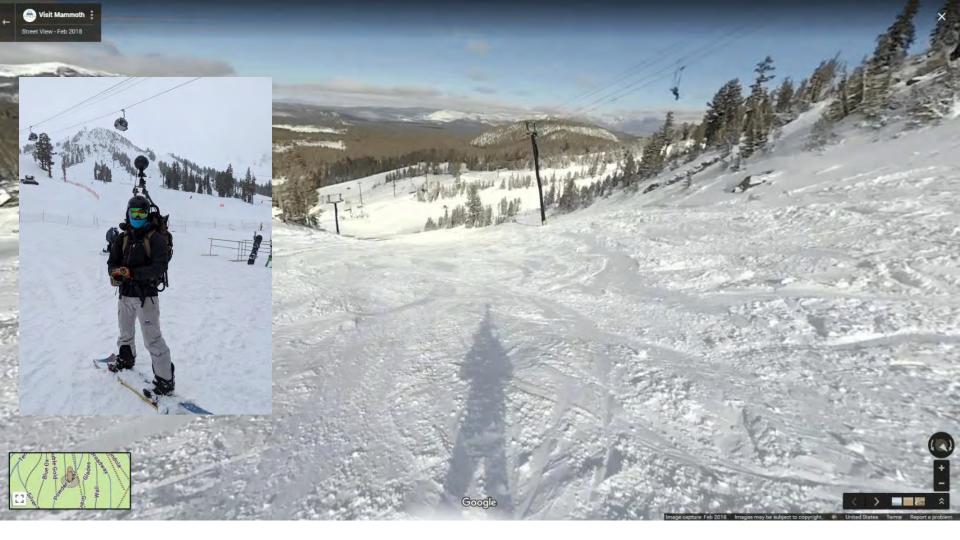
STREET VIEW

720 total images uploaded

582 Gigabytes of data

30+ Hours of captured footage





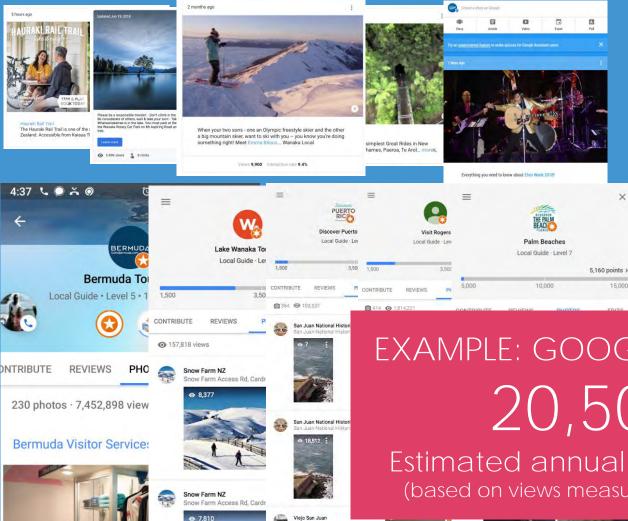




360 "stills" and virtual tours (connected 360s) are a great way to engage visitors & locals

You can add your RTO logo to the bottom of the "sphere"





GOOGLE PROGRAM CONTENT **AUDIENCE**

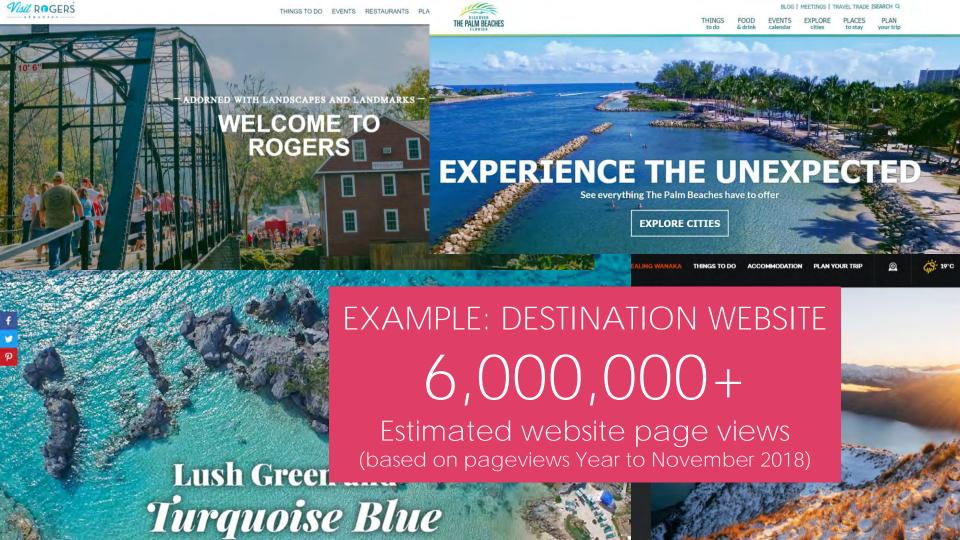
~350 IMAGES, **GOOGLE STREET VIEW** POSTS ON GOOGLE

EXAMPLE: GOOGLE PROGRAM DMO

15,000

20,500,000

Estimated annual views across Google (based on views measured Nov. 2017 to Nov. 2018)



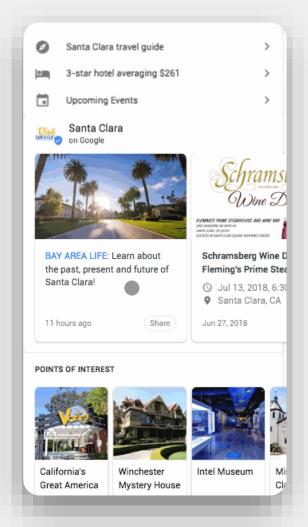
DESTINATIONS: TACTIC THREE Use Google Posts for your Destination

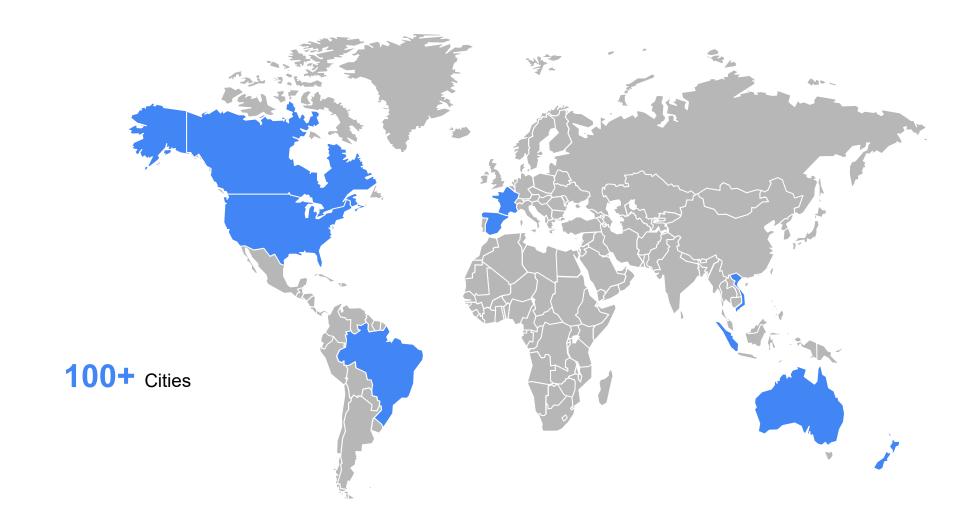


Many people are searching for destinations on Google

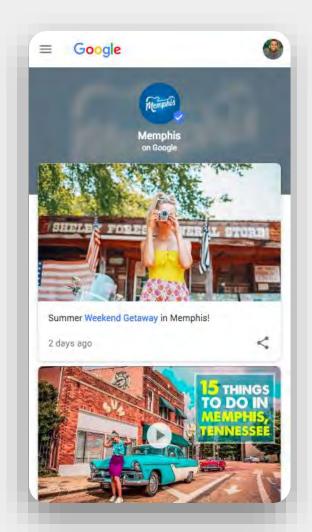


Posts on Google allows you to showcase relevant content to these people





Memphis, TN



Travel Vlog Concerts Top Lists



What does a weekend getaway to Memphis looks like? Check out this Memphis Travel vlog by Alexis Teichmiller!

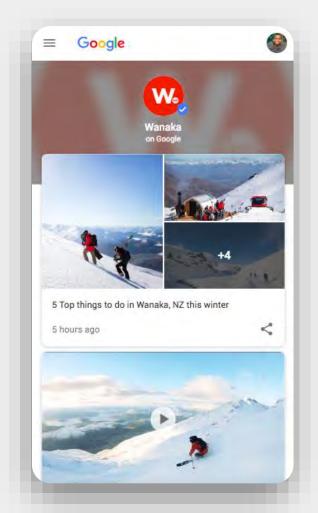
May 30, 2018 • Edited





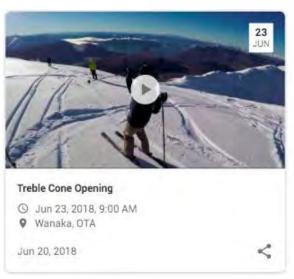


Wanaka, New Zealand



Top Attractions Openings Top Ski Runs



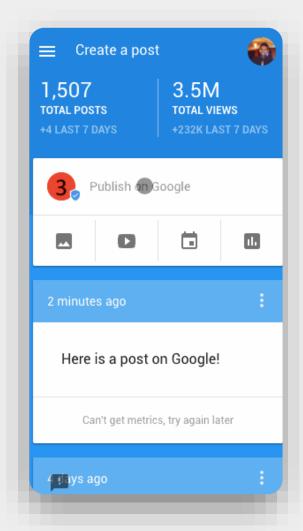




It's looking like a good start to the 2018 snow season in Wanaka, New Zealand. We asked 5 of the world's best what their favourite run is? See what they had to say 5 Must do ski runs

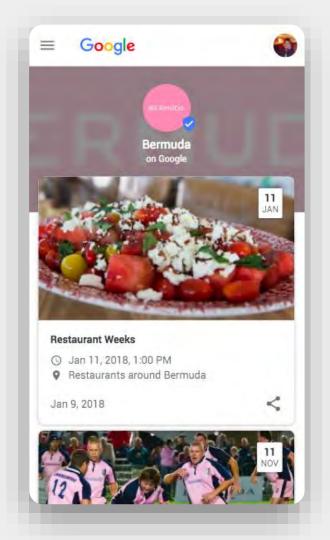
Jun 20, 2018 · Edited

Posting is quick and easy!



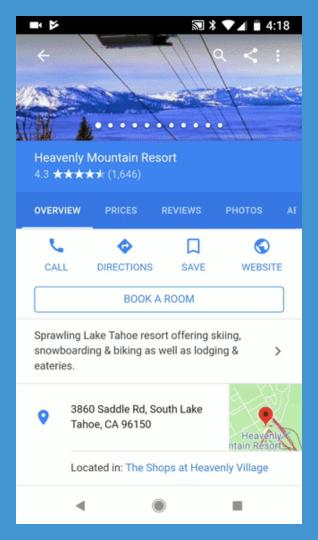
Posts on Google Resources: Webinar, Best Practices

www.MilesPartnership.com/GooglePosts



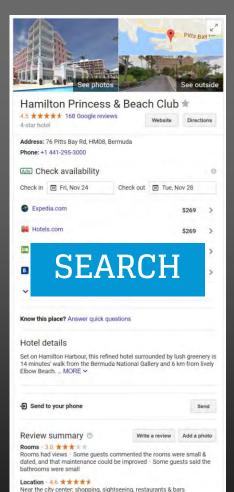
DESTINATIONS: TACTIC FOUR Empower Your Industry to use Google My Business





Google My Business Listing: The Knowledge Panel.

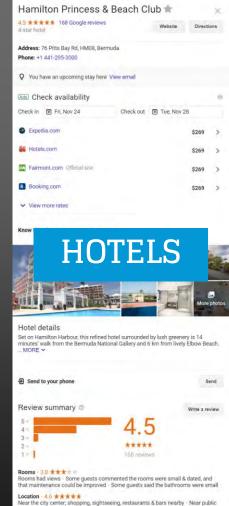


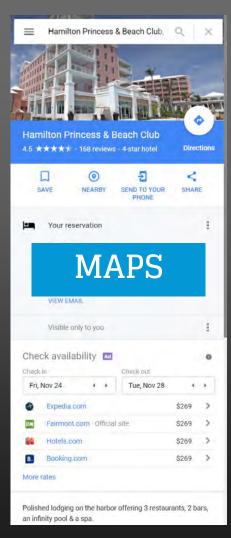


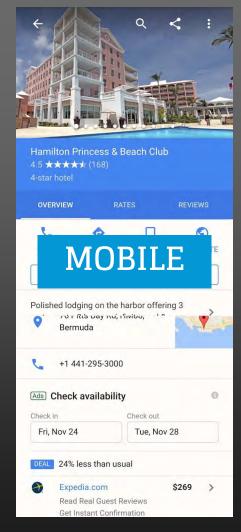
nearby · Near public transit · Easily accessible by car

Guests appreciated the friendly, professional staff . Guests enjoyed the

Service & facilities 4.0 ***







Photos

Description

Info

Posts





Museum in San Francisco, California

The de Young, a fine arts museum located in San Francisco's Golden Gate Park, is one of the Fine Arts Museums of San Francisco along with the Legion of Honor. The de Young is named for its founder, early San Francisco newspaperman M. H. de Young, Wikipedia

Hours: Open today · 9:30AM-5:15PM ▼

Phone: (415) 750-3600

Founded: March 24, 1895

Parent organization: Fine Arts Museums of San Francisco

Suggest an edit



de Young Museum

on Google



Sabias que nuestro #TeotihuacanNow Historia Digital está disponible en español? Léelo aquí: ... more

'Teotihuacan: City of Water. City of Fire' is now open! Learn about the latest discoveries and whayt we can... more

5 hours ago Share Share

Artworks



the Tropics



Donner

Lake, Cal...

Night



2 days ago



Shadow

View 45+ more

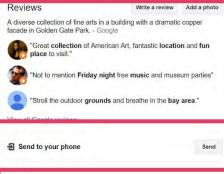
(Mary Tur...

Stories from the collection









Profiles







People also search for



eums of Francisco Fine Arts Museums of San Fr...



Museum...





View 15+ more

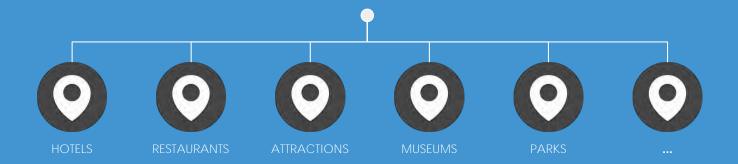
Times

Reviews

Social Icons

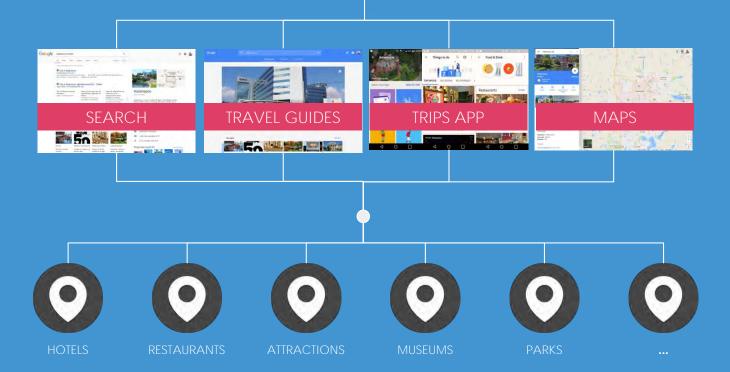
Feedback



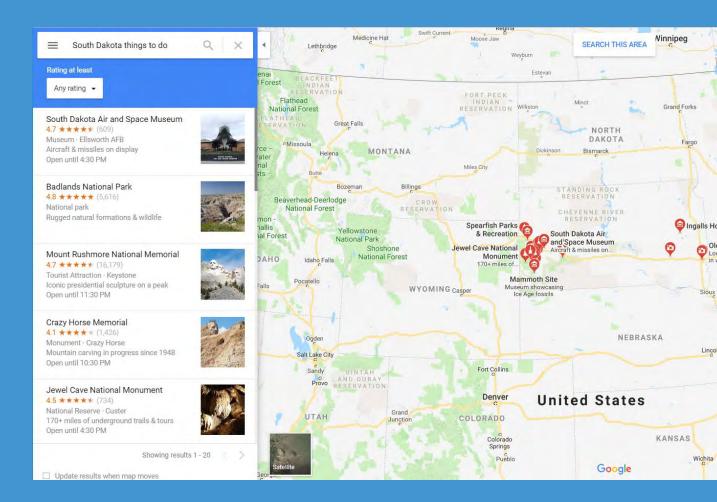


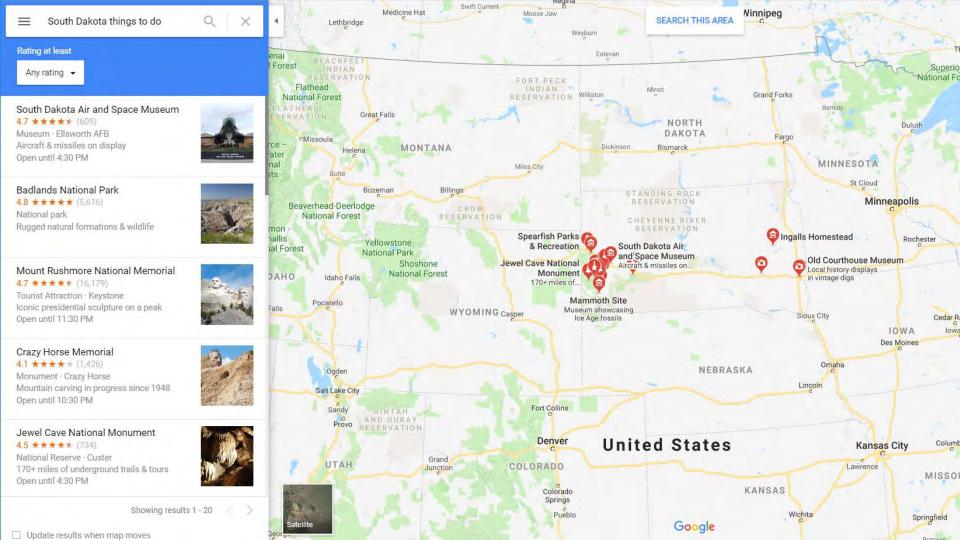


Consumer
Perception of
Your
Destination



Top Sights &
Business
Listings in
Google Maps





From our work in dozens of destinations many businesses are not verified &/or missing critical information

>50%

businesses are missing important information.



Pier

Pierre

Fri, Apr 5

10:00 AM

YELLI 2019

TRAVEL GUIDE

THINGS TO DO

PLAN A TRIP

South Dakota State Capitol 14

Fighting Stallions Memorial

Hollister Football Field

Hyde Baseball Stadium

Builders F

South Dakota

State Capitol

South Dakota State Capitol 4.4 ★★★★★ (36)

The South Dakota State Capitol is the state capitol building of the U.S. state of South Dakota. Housing the South Dakota State Legislature, it is located in the state



South Dakota State Historical Society

4.7 ★★★★★ (47)

The South Dakota State Historical Society is South Dakota's official state historical society and is located in Pierre, South Dakota at 900 Governors Drive. It is a part



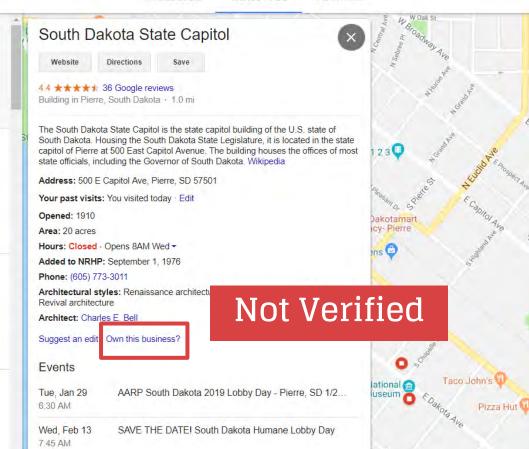
LaFramboise Island State Nature Area

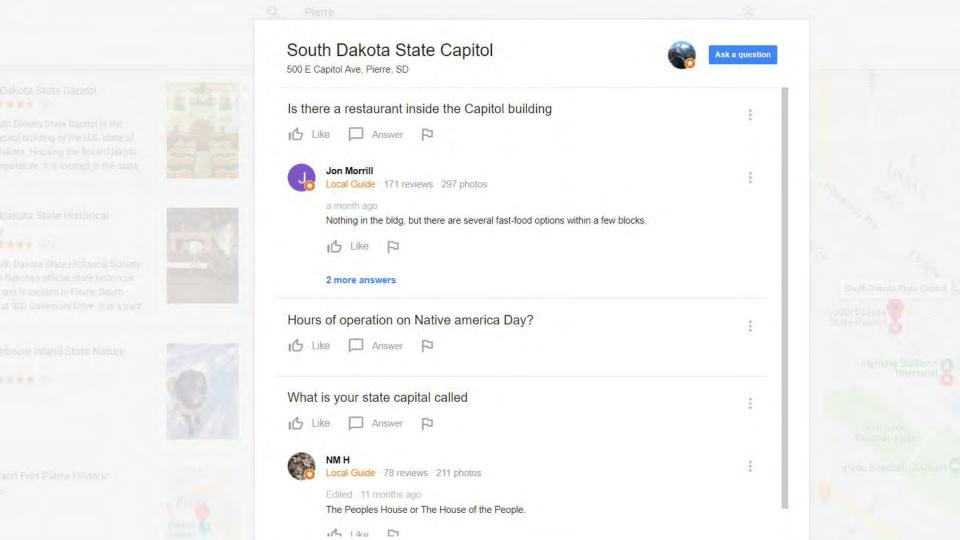
5.0 **** (3)

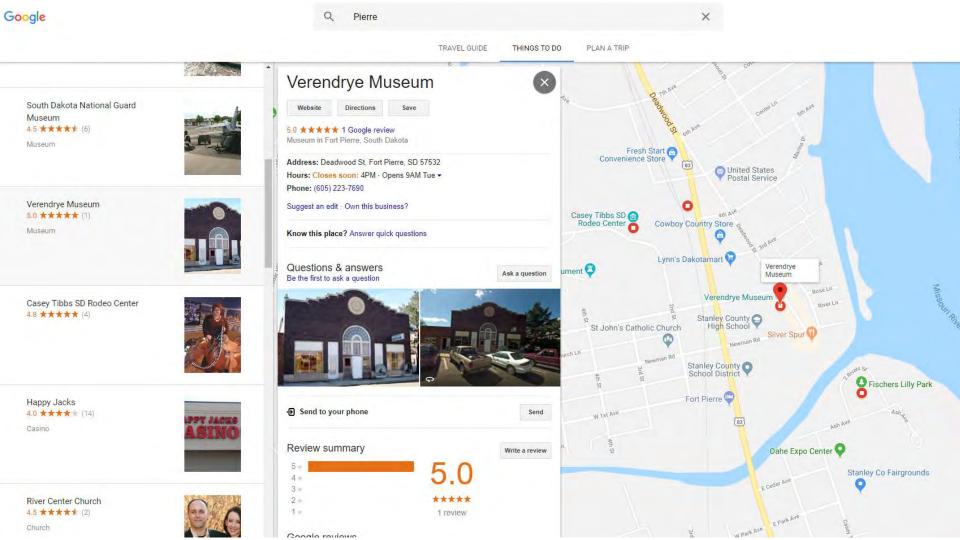


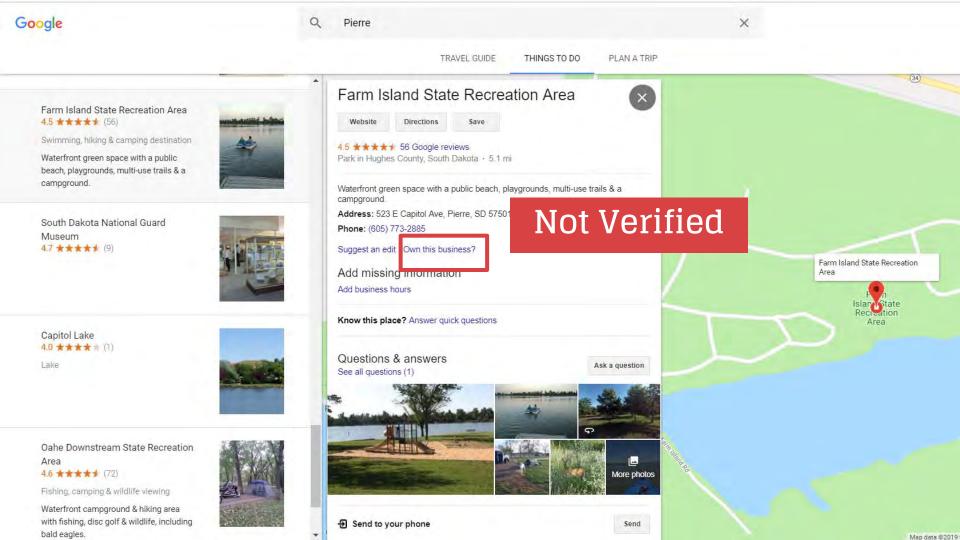
Pierre and Fort Pierre Historic Places

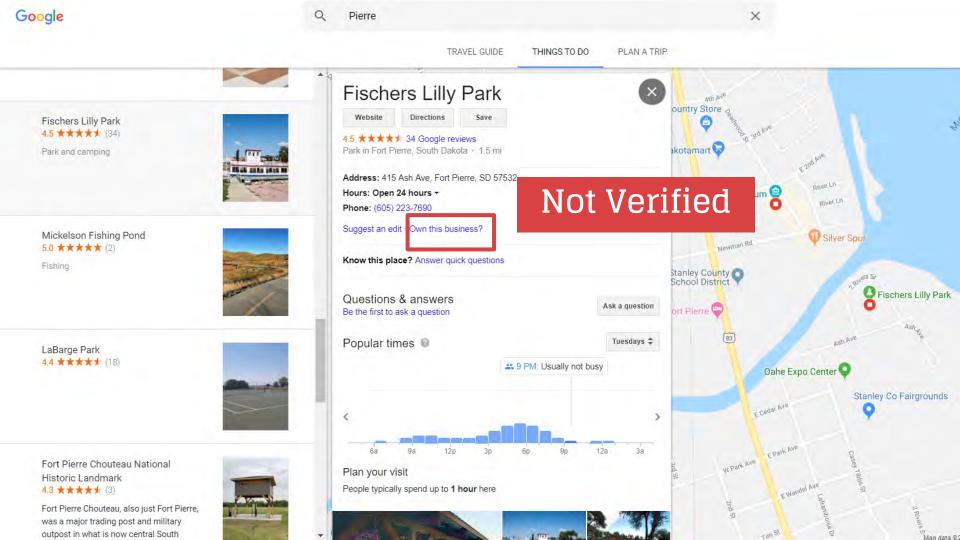


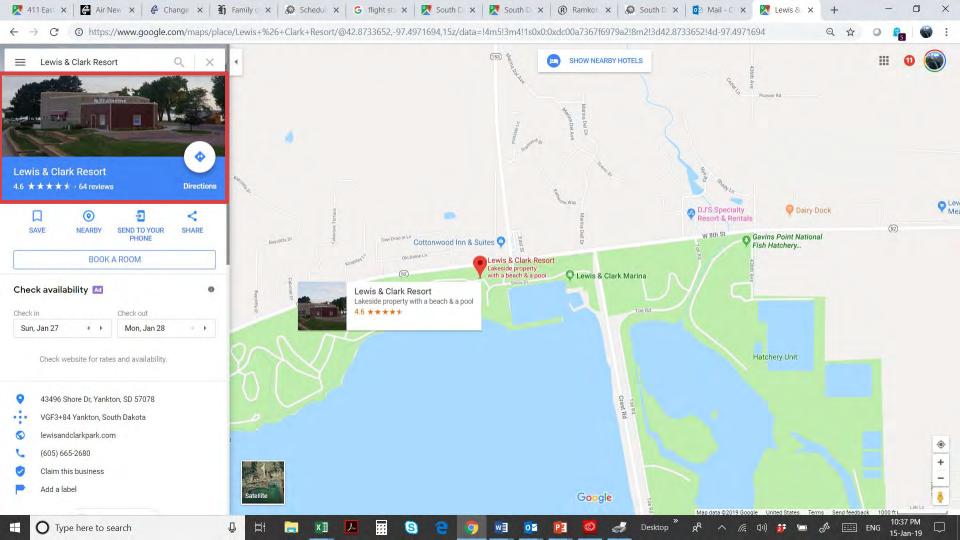


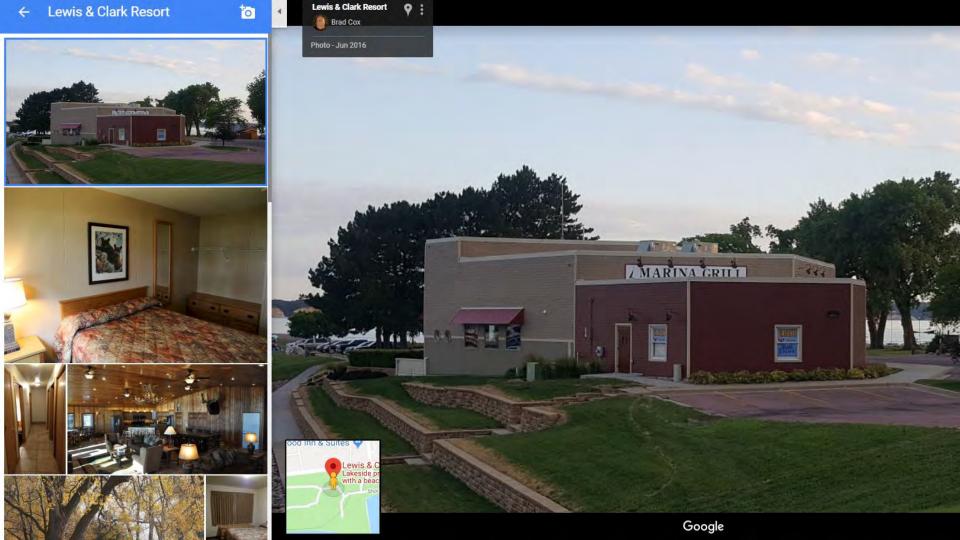














Workshops,
Webinars &
Training on Google
My Business

Empower Your Industry

- 2 x Online Webinars for Industry
 Partners
- 2 x In-Person Workshops for Industry Partners
- 1 x Detailed In-Person Training
 Sessions for Lake Wanaka Staff



Become Trusted Verifier

Trusted Verifier - verification method for Google My Business.

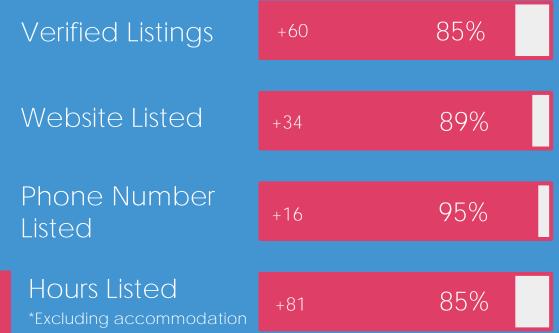
You will help the business get verified on the spot via dedicated mobile app.







GMB Completeness Results Audit



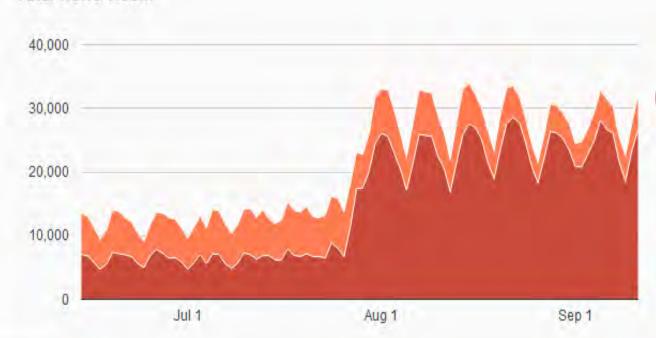


Where customers view your business on Google

The Google services that customers use to find your business

1 quarter =

Total views 1.88M



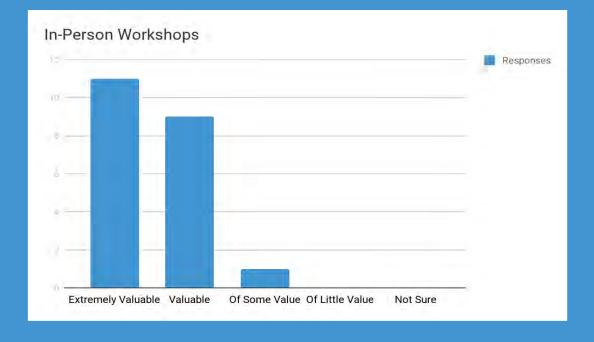
2x - 8x
Increases
In Reach





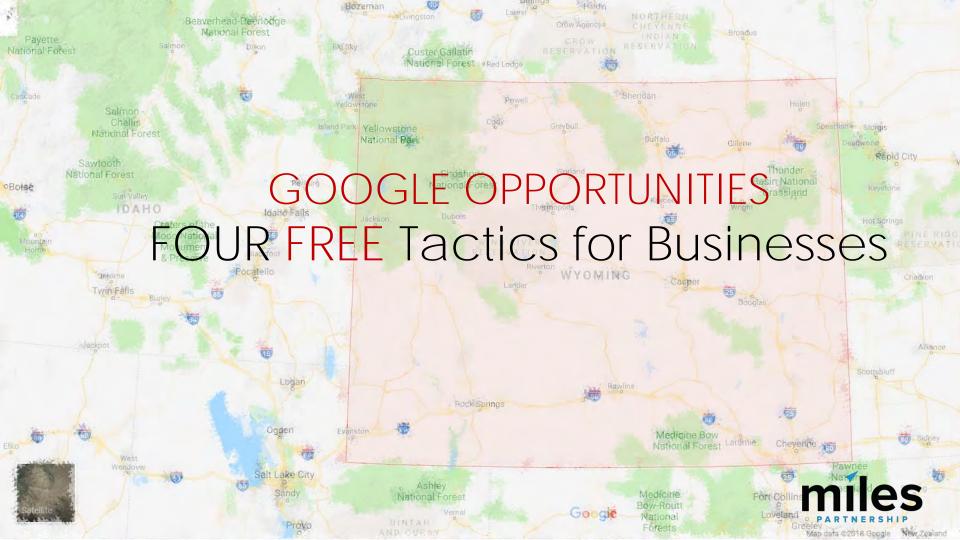


Industry Feedback



95% Extremely Valuable or Valuable





BUSINESS: TACTIC ONE Access your Google My Business Listing & Check Critical Information



Tools

Settings

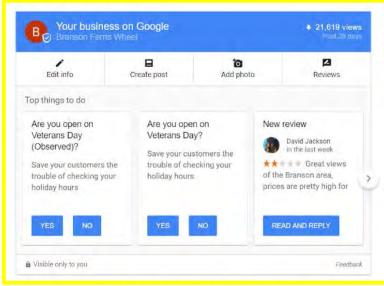


News

Images

Shopping

More



The Branson Ferris Wheel Is A Top Branson Missouri Attraction

https://www.bransontracks.com/rides/ferris-wheel/ *

Looking for the best view in Branson? Take a spin of a different kind on the Branson Ferris Wheel at The Track in Branson, Missouri! Plan your visit now.

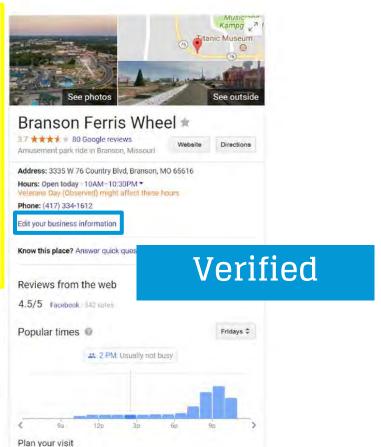
The Branson Ferris Wheel - Branson, MO

https://www.branson.com/attractions/the-branson-ferris-wheel/ *

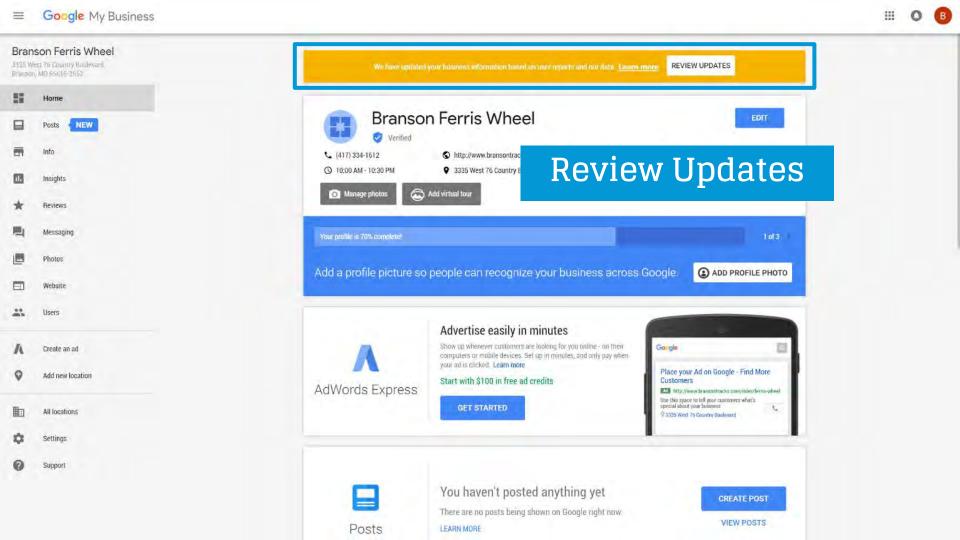
From your seat 150 feet in the air, witness the beauty of the Ozarks on "The Branson Ferris Wheel," what was once Chicago's iconic Navy Pier Ferris Wheel,

Navy Pier Ferris Wheel Moving to Branson 2016 | ExploreBranson.com

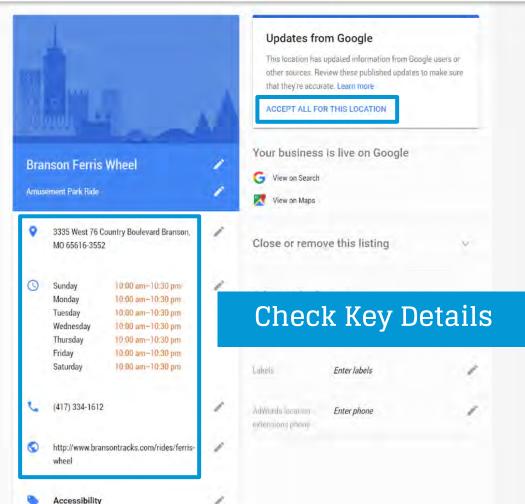
www.explorebranson.com/blog/iconic-navy-pier-ferris-wheel-moving-branson-2016 * The iconic Navy Pier Ferris wheel is making its new home in Branson in 2016. The Track Family Fun Parks will add a new, yet familiar, attraction to Branson's Highway 76 in 2016-the iconic, 15-story-high Ferris wheel which stood on Chicago's Navy Pier for the past two decades.



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Shopping

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Settings

Tools

About 39,300 results (0.68 seconds)

Black Hills Gold Jewelry | Souvenir Shops - Wall Drug Store www.walldrug.com/things-to-do/shopping ▼

Images

The Wall Drug Backyard is home to the Mining Company rock shop, Shooting Gallery Arcade & Little Britches Toy Emporium, and Prairie Parlor. For the young ...

South Dakota Attractions | Buffalo Burger - Wall Drug Store www.walldrug.com/plan-your-visit >

Since the 1930s, Wall Drug has been a fixture in the small town of Wall and, ... the Little Britches Toy Emporium; photo opportunities with the 6-foot rabbit, the ...

Wall Drug | Attractions in South Dakota | Powder House Lodge

https://www.powderhouselodge.com/black-hills-attractions/fun-attractions/wall-drug * Wall Drug, one of the most famous attractions in South Dakota, is a fun, easy ... to the Backyard's Little Britches Toy Emporium and Mining Company rock shop.

Images for Little Britches Toy Emporium wall sd













→ More images for Little Britches Toy Emporium wall sd

Report images

They Fought the Law and the Funk Won: After Funk Debuts Latest ... https://utterbuzz.com > The Global Buzz > Current News



Wall Drug Store

Directions

Website

\$\$ · Drug store

Save

4.0 *** * 1,029 Google reviews

A drug store, gift shop & eateries are some of the amenities on hand at this 76,000-sq.-ft. sight.

Address: 510 Main St, Wall, SD 57790

Hours: Open · Closes 5:30PM ▼ A user suggested these hours Mon-Fri, Sun 7AM-5PM Sat 7AM-3:30PM

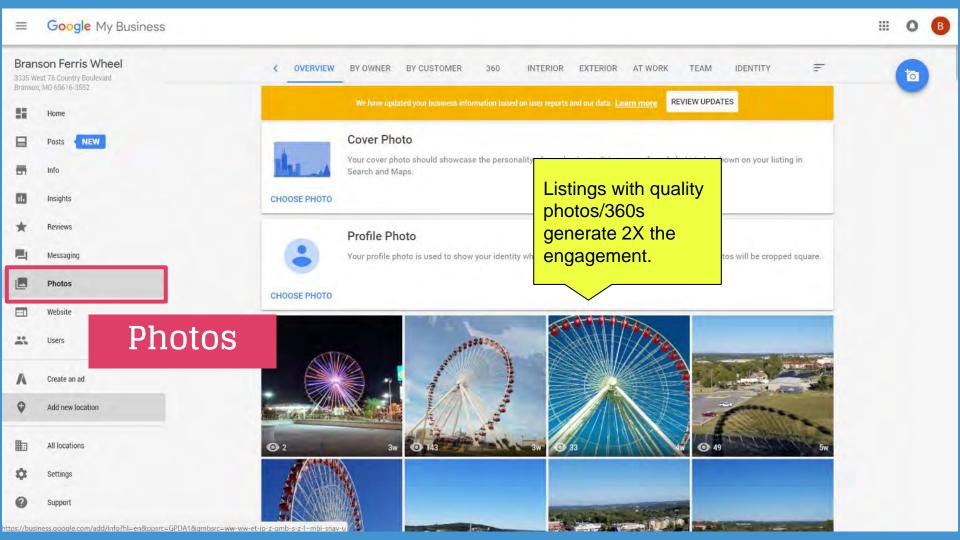
Phone: (605) 279-2175

Suggest an edit

Know this place? Answer quick questions

BUSINESS: TACTIC TWO Add Quality, Timely Images



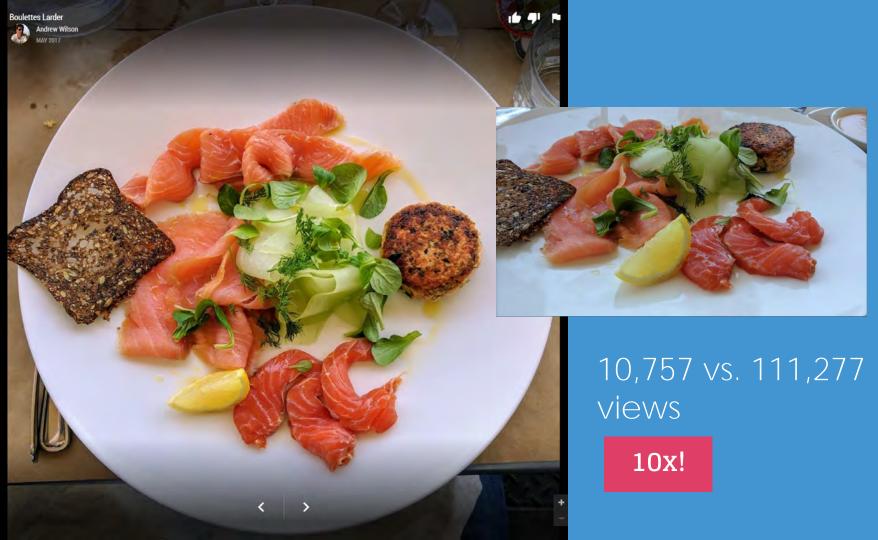




ENGAGING IMAGES

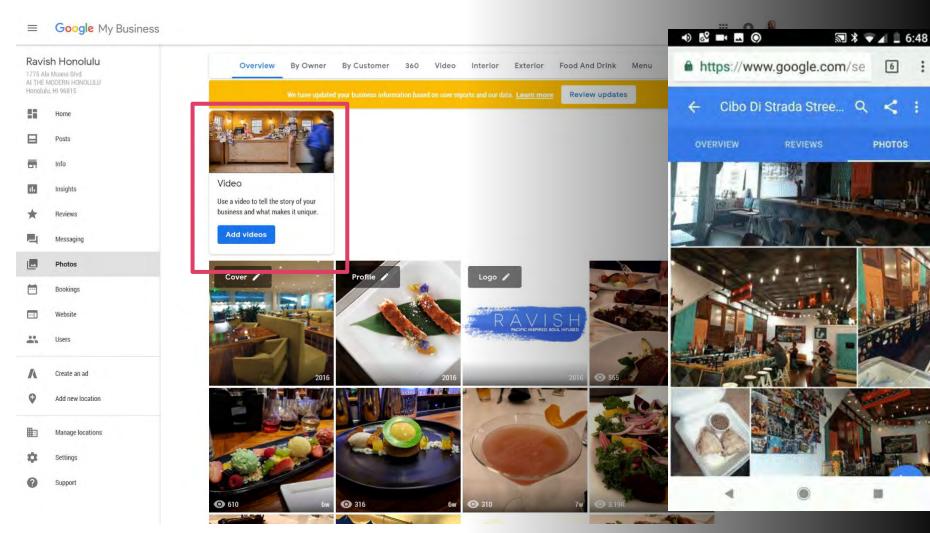
Add high quality images on a regular basis - both you, your visitors & locals.

High quality (4K & above), strong colors & contrast



BUSINESS: TACTIC THREE: Upload Videos. NEW!

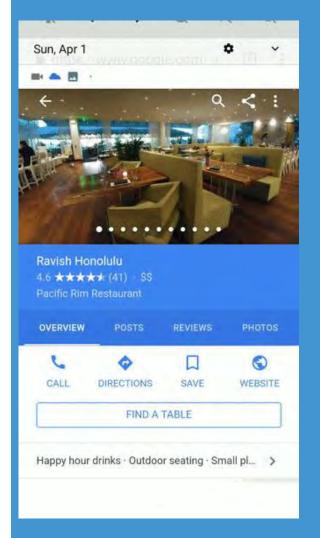




BUSINESS: TACTIC FOUR Participate in Questions & Answers



Questions & Answers are a great way to interact with customers.



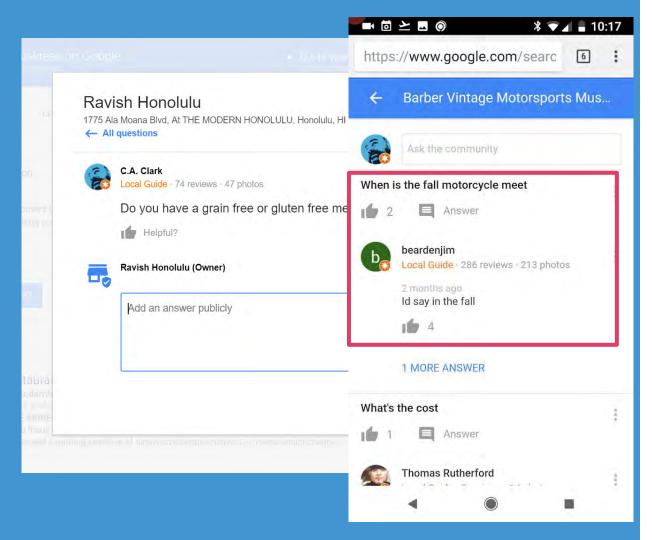
"Do you have a grain free or gluten free menu?"

RAVISH HONOLULU

1775 Ala Moana Blvd, At THE
M...

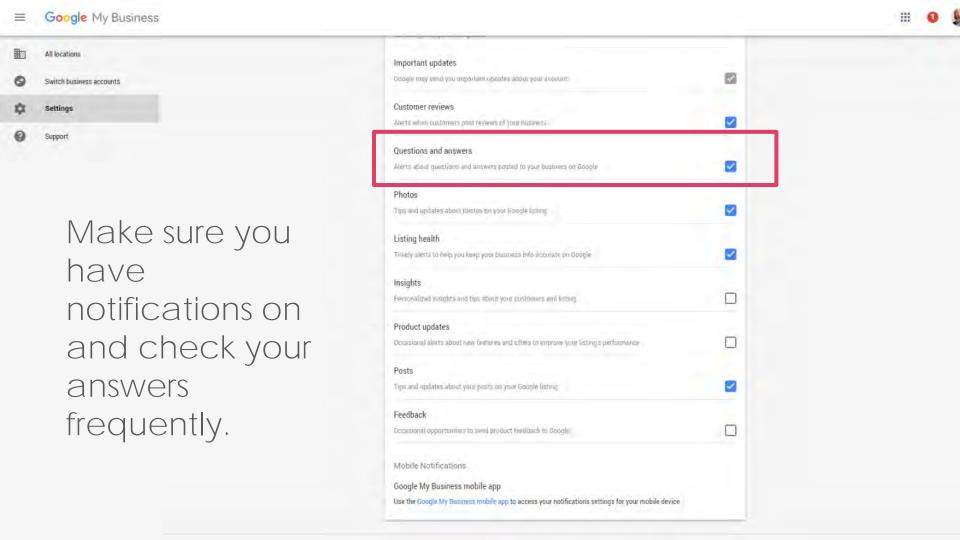
REPLY NOW





But... they often get answered faster by Local Guides than they do by the businesses, and the Guides aren't always





FOUR Free Tactics for Destinations

- 1. Check Your Key Locations on Google
- 2. Upload Quality Images (&Video/Street View)
- 3. Start using Posts on Google
- 4. Empower Industry on Google My Business



FOUR Free Tactics for Businesses

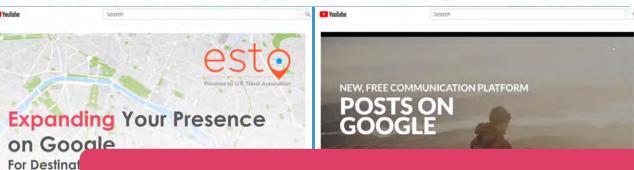
- 1. Access GMB & Check Critical Information
- 2. Upload Quality Images (&Video/Street View
- 3. Upload Video
- 4. Participate in Questions & Answers





Google DMO Partnership Program

The Google DMO Partnership Program was announced at the Destinations International Annual Convention in July 2017. Miles Partnership is supporting Google in the roll out of this program to Destination Marketing Organizations (DMOs) globally.



More Information:

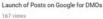
- Application Form for Program
- Training Webinars and Video on Programme
- Updates on Programme



www.MilesPartnership.com/GoogleDMOProgram



ESTO Webinar Serie





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SLIDES FROM TODAY:

https://MilesPartnership.Gallery/GoogleSD

The state of the s

January 17th 2019

Google Opportunities

Enhance Your Presence on Google for FREE

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Rachel Root@MilesPartnership.com

Maximizing your Presence on Google

How South Dakota Businesses & Destinations Can Enhance
Their Presence on Google for FREE

ADDITIONAL SLIDES

January 17th 2019



Thank you for helping Google by reporting content which may be in violation of our Community Standards.

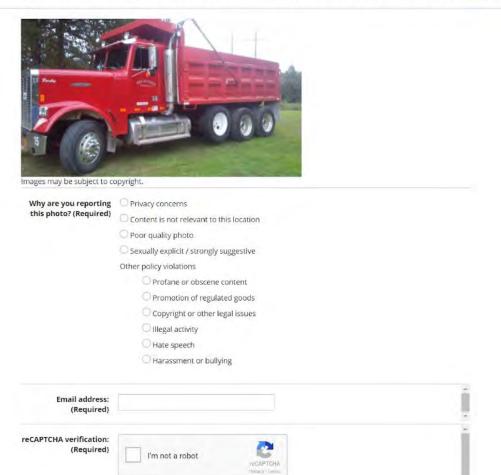


Photo Policy Violations

- Content is not relevant to this location
- Poor quality photo
- Privacy concerns
- Sexually explicit
- Profane
- Regulated goods
- Copyright
- Illegal
- Hate speech
- Harassment



Photo Best practices

- Only photos you own the rights to
- 4K or higher resolution
- Bright colors high saturation
- High contrast light lights, dark darks
- You may add text overlay up to 10% constrained to one edge
- No other edits, compositing, etc.

YES

NO



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The Wyoming Territorial Prison State Histori...

975 Snowy Range Rd, Laramie, WY

Ask a question

15 1 P

7 more answers

I will be in the area within the next few days promoting my first western novel. Who would I speak to about including this book for sale in the gift shop there at the prison? My story takes place in 1880's Wyoming.





i

Uniquesting of Alexandres Art Missaures

The Wyoming Territorial Prison State Histori...

975 Snowy Range Rd, Laramie, WY

← All questions



May Wang

Local Guide - 55 reviews

3 months ago

Interesting. I have been to the prison in Wyoming.



16 Helpful?



Kerry Barrett

Local Guide - 47 reviews

3 months ago

Contact the gift shop directly when your in town, they're really nice and am sure they will inform you about who to contact.



Helpful?



Lea Crouse



Call the tourist office they culd help u contact the ppl u wuld need .also u can call the territorial prison. Im sorry i dont have the number but can google it on line .ty n good luck. Ill look forward to getting the book n reading it. Ty



Helpful?







5 FREE, INITIAL TACTICS ON GOOGLE FOR BUSINESS FOR IMPROVING YOUR GOOGLE MY BUSINESS LISTING

Businesses can review and update critical content and present their business on Google My Business (GMB) Listings across Google Search (Knowledge Panel), Google Maps, Travel Guide, the Google Trips App and more. Miles is supporting Google in the roll out of this program and works with Destinations and the wider tourism industry to take advantage of this powerful and free online marketing platform. Here are 5 free tactics and resources to get your business started plus contacts for help & support:

1. Verify (if needed) & Log Into Google My Business to Check Critical Information

A. Log into your Google My Business (GMB) Listing to review important updates and check your critical business information is up to date and complete.

Where to Start: Search for your business in Google & log in via the Knowledge Panel or Google My Business. More @ https://budurl.me/GoogleLogin

Resource: If you are having issues verifying your business with Google or logging in, go to: https://budurl.me/GoogleVerify. For more on GMB Listings: https://www.google.com/business

2. Upload High Quality Images, 360 Images & Video to Google

- A. Upload high quality images to your Google My Business Listing and encourage your customers and locals (esp: Google Local Guides) to also upload content. Tip: 360 images are highly featured and often missing.
- B. Take advantage of the new Video uploading feature in Google My Business Listings.



Branson Ferris Wheel

Where to Start: Review your Google My Business Listing for gaps in images, 360 images or video to feature new amenities, activities, attractions or seasonal images/videos.

Resources: For how to upload Images &/or Videos - see: https://budurl.me/GoogleAddimages









GOOGLE DMO PARTNER PROGRAM

3. Monitor & Respond to 'Questions & Answers'

A. Review and respond to questions & answers about your business (see right) & review & accept/reject suggested edits from users.

Where to Start: Log into your Google My Business Listing activate 'notifications' in settings to receive questions & answers. For suggestions made by users look under the "Info" tab in your GMB Listing dashboard.

Resource: Read this Blog: https://budurl.me/BlogGoogleQA or visit this Google support page: https://budurl.me/GoogleAnswer



4. Use Google My Business Listing Posts.

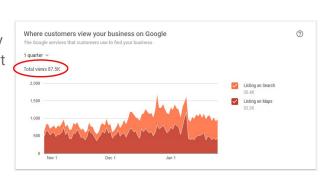
A. Add new, featured and timely content as a Post to your Google My Business Listing.

Where to Start: Post what is new, interesting and timely - events, changes in your business, promotions and deals. Add compelling images to illustrate the Post.

Resources: Review this help article on posting via GMB: https://budurl.me/GoogleGMBPosts

5. Review, Report & Refine:

Keep your content in your business' GMB listing timely and up to date. Encourage your clients' to post content & to review you. Then access the rich reporting available from GMB's Insights analytics regularly to assess results & identify your next areas of effort — this needs to be an ongoing process, not a one off project. For more on Google My Business Insights Reporting: https://budurl.me/GoogleInsights



Expert Support on the Google DMO Partnership Program:

Miles provides expert support and consulting for industry through their Destination Marketing Organizations (DMOs) including State Tourism Offices, CVBs, Chambers of Commerce to enhance their presence on Google, including Evaluation, Activation/Content Creation, Industry Education and Impact Assessment. This includes planning and running education webinars & workshops for businesses.

Contact: Kim Palmer, Kim.Palmer@MilesPartnership.com Tel: (941) 342-2312









GOOGLE DMO PARTNER PROGRAM

5 FREE, INITIAL TACTICS FOR DMOs (CVBs & Chambers) FOR IMPROVING YOUR DESTINATION'S PRESENCE ACROSS GOOGLE

The Google destination content initiative allows Destination Marketing Organizations (DMOs) to help improve the completeness, quality and accuracy of their destination content across Google Maps, Destination & Travel Guide Pages, the Google Trips App and more. Miles is supporting Google in the roll out of this program and offers DMOs expert, support programs.

Here are 5 free tactics and resources to get your DMO started plus contacts for expert support:

1. Evaluate & Flag Problematic Content on Google

- A. Develop a checklist. Review your Destination and its major attractions, activities and geographical features across Google's products including Google Maps, Travel Guide, and others.
- B. Identify omissions, low quality, incorrect and other problematic content focusing first on images.

Where to Start: Search for your destination in Google and review the content for your destination. There are options to flag travel guide content such as itineraries from your mobile device. You can also flag low-quality or irrelevant images.

Resource: Report an error or problem with a Google Map. <u>Click here</u> or search in Google: "Report an error in Google Maps".

2. Upload High Quality Images & Assets to Google

- A. Leverage your owned assets (to which you own copyright) and upload high quality images, video, 360 content to Google Maps.
- B. Take advantage of new features like Google Posts to share updates on events, news on new visitor attractions and traveler information.



Where to Start: Review the images you own for obvious gaps on Google.

Resources: For details on uploading images to Google, read this <u>Google Support article</u> or search: "How to upload an image to Google Maps". Read more on <u>Google Posts</u> at: https://posts.withgoogle.com plus request an account to use Google Posts: <u>goo.gl/ATYU8i</u>.









Holter Museum of Art

GOOGLE DMO PARTNER PROGRAM

3. Structured Data Markup on Your Website

A. Review and enhance the structured data markup of critical content on your website.

Where to Start: Focus on events first — starting with ensuring you have up to date, accurate event listings available on your destination website - which use the appropriate Schema markup.

Resource: Test your content with the <u>Google Structured Data Testing Tool</u>

4. & 5. Fill in Missing Information for Key Businesses

- Empower Business to Actively Manage GMB Content

- A. Leverage your membership database and local knowledge to update critical information for key businesses in your destination.
- B. Educate your industry on how and why they should actively manage their Google My Business (GMB) listing content.

Where to Start: Focus on your members or key partners (as a service).

Resources: GMB information & help: https://www.google.com/business/ For help for businesses to Verify & claim their GMB Listings - GMB Support - Click Here or search for "Verifying Google My Business Listings"

Next Steps: Review, Report & Refine:

Assess and report on the impact of your work, including the views of your uploaded images and assets on Google as well as the improvement in the completeness and content of your industry's GMB listings. Identify your next areas of effort — this needs to be an ongoing process, not a one off project.

More about the Google DMO Partnership Program

Visit this page on the Miles Partnership site to see news and events information, ask questions, or sign up for program updates. www.MilesPartnership.com/GoogleDMOProgram

Expert Support on the Google DMO content initiative:

Miles provides expert support and consulting for DMOs to enhance their presence on Google, including Evaluation, Activation/Content Creation, Industry Education and Impact Assessment.

Contact: Kim Palmer, Kim.Palmer@MilesPartnership.com Tel: (941) 342-2312



