

DIGITAL ADVERTISING CASE STUDY

# From Zero to 3,200+

How We Made One Hotel  
Facebook Famous in Two Months  
with Digital Advertising



# Who needs digital advertising?

*Who needs digital advertising? Local businesses.* Proper social posting supplemented with top-notch Facebook advertising tactics can make your business Facebook famous, especially backed by digital advertising experts. Here's just one example of how we conquered Facebook fame, and the success story of one local business that skyrocketed from 0 Facebook likes to over 3,200 in just two months.



## The Client

The Sapphire Hotel & Waterpark\* is a hotel and indoor waterslide attraction that offers streamlined rooms and suites with in-suite kitchenettes, free Wi-Fi, 140 cm flat screen TVs and more. The Sapphire also sports an attached water park with whirlpool tubs, two waterslides, a wading pool, sauna and fitness room—it's a must-stay location when visiting the region.

However, with all the great amenities and benefits the establishment offers, they had no Facebook presence whatsoever. Here's why that matters:

- Facebook active monthly users: 18.6 billion
- Number of tourists visiting the hotel's region in 2014: 12.5 million
- Number of consumer inquiries about tourism in the region made via social media in 2014:

Stats from: Facebook (2016),  
Industry Matters (2014)

*\*The name of the client has been changed to protect privacy and anonymity.*

Not only does Facebook have a *massive* audience that The Sapphire has left untouched, but people are visiting the region by the truck load. Additionally, people are using social media to find out about tourism in the area, and The Sapphire has no presence for these interested parties to find on Facebook.

These facts, combined with the hotel industry average of 516 Facebook likes and 78 Facebook posts\*, show clearly that The Sapphire was leagues behind in their social presence, and missing out on a huge opportunity.

In the digital age, researching a hotel thoroughly before your visit is a must, and so The Sapphire sought expert digital advertising services to turn their social media situation around.

### **The Goal**

With Facebook being the largest, most engaged social media platform on the internet, The Sapphire wanted to take advantage of its audience to promote their brand. The immediate goals were to:

- Build their presence on Facebook from the ground up
- Grow an audience of future customers to engage with
- And ultimately, drive room bookings and waterpark ticket sales



### **The Plan of Attack**

Our team built a custom Facebook page for The Sapphire Hotel & Waterpark and began regular social posting with best practices. They also set up and ran Facebook Advertising campaigns to supplement traffic and exposure.

#### **Facebook page creation**

Our team created a well-designed and accurate Facebook page for The Sapphire, including all relevant details about the hotel, with accurate business hours and the ability for customers to engage with the business directly from the page. These are a must for generating more business via social media!

*\*Data based on the 650,000 active businesses within our system.*

### **Facebook posting**

One part of the plan was to build their presence through organic social posts. Our team began posting relevant, timely and engaging social posts to The Sapphire's new Facebook page, following social media best practices, to grow the audience, reach and promote the client's brand. We provided The Sapphire with a full calendar of custom-crafted social posts that would be scheduled for Facebook, Twitter and Google+. The calendars consisted of five original posts for each week of the month, and were approved, scheduled and published live for The Sapphire's social channels.

### **Facebook Advertising campaigns**

Using the information and files provided by The Sapphire Hotel, the digital advertising team created compelling, creative and custom Facebook ads to be delivered to a highly targeted audience. These ads are built to drive traffic, boost promotions and ultimately generate hotel bookings and sales.

The recipe for success with Facebook advertising is to reach a highly targeted audience the optimal number of times within a certain time period. Our digital advertising focuses on this recipe for success when creating each advertising campaign, targeting only the people most likely to convert and turn into real-life sales and bookings for The Sapphire.

Our Facebook advertising campaigns use award-winning technology that goes beyond current best practices to provide true value to our local business clients through our digital advertising services.

The campaign design ensures:

#### ***Reach***

- A minimum guaranteed number of unique people reached
- Only the right people see the ads, due to a local and hyper-targeted campaign algorithm

#### ***Frequency***

- The Sapphire's target audience will see the ad guaranteed up to five times to optimize conversion rates

#### ***Results***

- Guaranteed reach and frequency, always
- Continuous tweaks and optimizations will be made throughout the course of the campaign for the best results





## The Results

After little more than two months, the client's Facebook presence boomed. Both the Facebook page itself and the Facebook ad campaigns were seeing great results from their efforts.

### Facebook Page

From no Facebook presence, to a booming social page, our posting and page-optimization efforts garnered the business huge attention.

Here are the hard numbers detailing the success of the Facebook page from just two months of our digital advertising efforts:

<b>0 → 3,284</b>	<b>0 → 2,000</b>	<b>0 → 100+</b>
Page likes growth	Average organic post reach growth	Average organic post clicks

<b>15</b>	<b>5 star</b>	<b>35</b>
Organic page reviews	Average review rating	Direct messages from interested customers

Beyond the numbers, it's clear to see overall user engagement with The Sapphire's business page. Many users were consistently sharing the hotel's posts and tagging their friends, creating further promotion and reach for the business through virality.

Additionally, the business gained access to Facebook's advanced analytics by reaching over 1,000 fans of the page. These advanced analytics allow for more detailed tracking of their Facebook success, and are gated by



follower count for larger, more successful Facebook business pages. This provides valuable business intelligence to The Sapphire, and allows for more optimization of ad campaigns to drive even more success and reach.

### Facebook Advertising Campaigns

One Facebook Ad campaign run by the Digital Advertising team was promoting the The Sapphire's waterslide package. The marketing objective of the campaign was to gain clicks and impressions, and to drive phone calls directly to the business, but it achieved much more. In just two months, the campaign generated such active engagement and public buzz that it reached "viral" status.

<b>200+</b>	<b>245,000+</b>	<b>5,600</b>	<b>51</b>
shares, comments and reactions	impressions	ad clicks	calls to business from ad

Similar to the Facebook page engagement, the success of the campaign can be seen in how engaged the Facebook users were with the ad itself. Dozens of users were commenting and tagging friends to let them know about the deal, and word quickly spread across Facebook about The Sapphire. Due to the ad, 51 calls were made directly to the business to discuss the waterslide package further.

## Making You Facebook Famous

There are three main factors that contributed to this Facebook fame that we use.

### 1. A well-designed and accurate Facebook page

Having a Facebook business page is obviously a main player in achieving Facebook fame, but what's on the page plays a big role as well. We ensure that your Facebook profile includes vital information about your business including location, hours and a brief description of what your business offers. Keeping the information up-to-date, and making improvements and changes to the profile as necessary keeps your customers happy and informed!

### 2. Relevant, timely and engaging social posting

We follow social posting best practices to ensure that your social media posts are helpful and fun as well as promotional. While the frequency and topics of posts will vary depending on your specific business, we know that posting too frequently may make you appear spammy and encourages people to unfollow your page or hide your business from their Facebook feed.

Generally, we follow this rule of thumb when we craft your social posts, the 30/30/30 breakdown:

*30% promotional / 30% industry relevant / 30% engaging*

What's best for your business varies depending on who your audience is, and we go through creating



the best tactics for your social media channels during the onboarding process. No matter what kind of material you're wanting to keep clients informed about, we're here to help. Overall, the secret is to provide your customers with value. That's what we do to make your customers want to stick around!

### 3. Highly targeted Facebook Advertising campaigns

The recipe for success on Facebook is to serve ads the optimal number of times within a certain period to a highly targeted audience. By supplementing organic Facebook posts with the right campaign, we drive traffic, promote promotions, and ultimately generate calls, in-store visits and sales for your business.

Minus the marketing jargon, the bottom line is that our hyper-targeted digital advertising campaigns get your business tangible results. We focus on optimizing the campaigns to get your business direct phone calls and in-store visits, and that's value!

# Sapphire Hotel's Facebook Engagements

\*The name of the client has been changed—and customer names obscured—to protect privacy and anonymity

Sapphire Hotel Waterpark

Create Page @Username

Home | About | Photos | Reviews | Likes | Videos | Posts | Manage Tabs | Promote

Write something...

5.0 ★★★★★

100% response rate, 52-min response time

3,284 likes • 4 this week

3,287 follows

See Page Feed

23 were here • this week

Facebook page likes

Reviews

5.0 ★★★★★ 15 Reviews

Tell people what you think

★★★★★ January 28, 2017

It was great the desk staff was so kind. The pool was amazing for the kids. The room were so nice. My girl had her birthday party sleep over and it was by far the best party ever. The breakfast was amazing. The price was great we are going back very soon

★★★★★ December 15, 2016

We have been here a couple times now for staycation and both times had very good experiences. The hotel is kept very clean, the breakfast is delicious and everyone is always friendly! The rates are also kept very competitive/fair.

See All

Organic page reviews

Sapphire Hotel Waterpark

Published by [obscured] January 31 at 2:58pm

48 HOUR SALE!!

Call the hotel directly and save an additional 5% on our Flash Sale Discount. Mention #waterslide to redeem the additional discount. Call soon to save: [obscured] .. See More

1,890 people reached

Boost Post

Like Comment Share

Chronological

Like Reply Message January 31 at 3:26pm

Like Reply Message January 31 at 3:38pm

Like Reply Message January 31 at 3:40pm

Like Reply Message 1 January 31 at 5:44pm

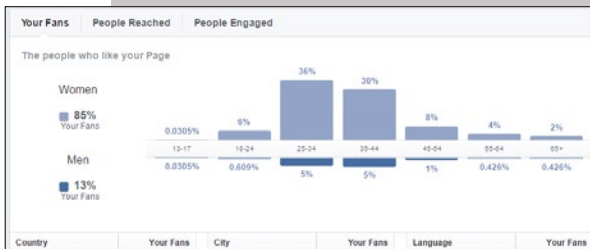
Like Reply Message 1 January 31 at 8:19pm

Like Reply Message January 31 at 8:53pm

Write a reply...

Write a comment...

Organic post engagement



Facebook's advanced analytics

Page | Messages | Notifications | Insights | Publishing Tools | Settings | Help

Inbox

Feb 1

The room that offers the 6 passes is g... [obscured]

Jan 31

Hi there, We are starting a new package...

Jan 31

Hi there, We are starting a new package...

Jan 31

Good Morning, Yes, our front desk e-ma...

Jan 31

Good Morning, Our long term rates are...

Jan 31

Good Morning! I saw your cam...

Jan 31

Good morning! Yes we have what is call...

Jan 31

For sure, that's not a problem We look...

Jan 30

With this package it does only come wit...

Jan 30

We are starting a new package deal it i...

Jan 30

With this package it does only include th...

Jan 30

Good Morning! Yes we have what is call...

I guess I should add .2 adults and 2

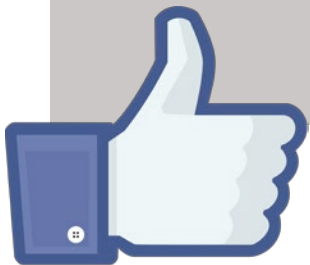
Write a reply...

Message from engaged customer

All Posts Published

Published	Post	Type	Targeting	Reach	Engagement	Promote
01/31/2017 2:58 pm	48 HOUR SALE! Call the hotel directly and save an additional 5% on our Flash Sale Discount. Mention #waterslide to redeem the additional discount. Call soon to save: [obscured] .. See More	Text	Local	1.9K	257	Boost Post
01/28/2017 3:28 pm	Relax in the hot tub as the kids wear off excess energy by bart	Image	Local	1.8K	57	Boost Post
01/27/2017 2:53 pm	East makes it easy to save! Fla	Image	Local	1.3K	24	Boost Post
01/26/2017 2:03 pm	Spending a relaxing night away from home can throw a bit of s	Image	Local	1.5K	91	Boost Post
01/20/2017 1:59 pm	Save your money! Are you a m ember of CAA, AAA, or AARP?	Image	Local	1.8K	15	Boost Post

Organic post reach and engagement





As the largest, most engaged social network online, Facebook is a platform you do not want to miss out on.

What are you waiting for? Get Facebook—go viral.



**Contact us today to see how we can make your business Facebook famous!**