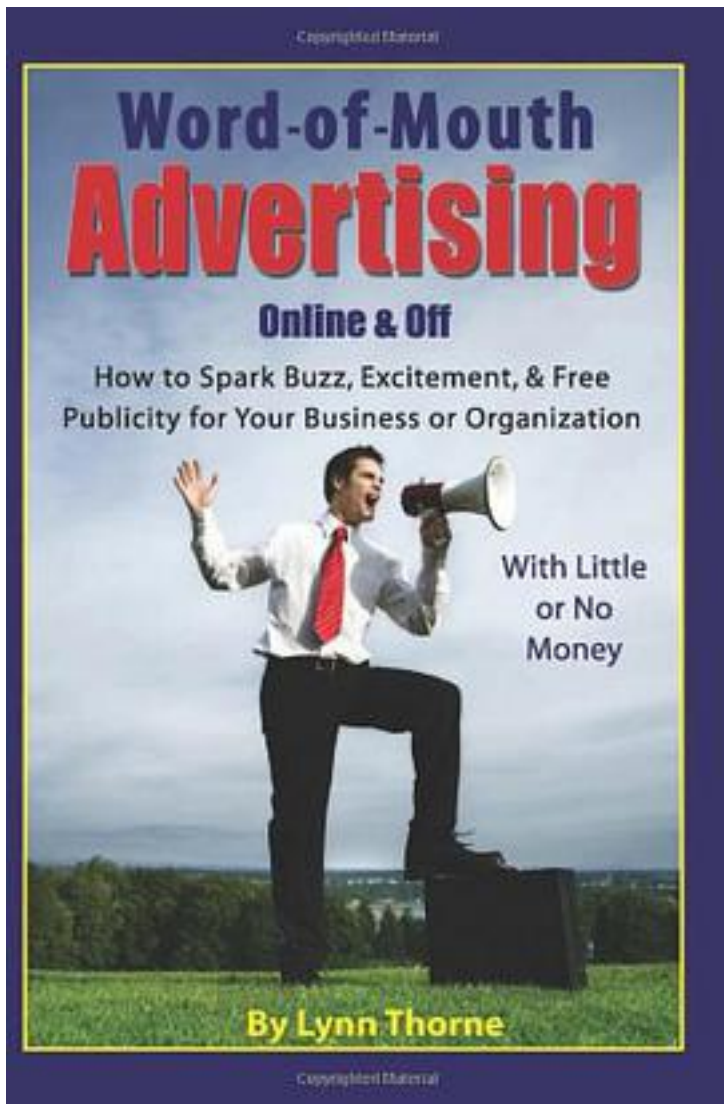


Word-of-Mouth Advertising Online and Off



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Word-of-Mouth Marketing, WOMM as it is commonly known, is the least expensive form of advertising and often the most effective. People believe what their friends, neighbours, and on-line contacts say about you, your products, and services. And they remember it for a long, long time. Word-of-mouth promotion is highly valued. There is no more powerful form of marketing than an endorsement from one of your current customers. A satisfied customer's recommendation has much greater value than traditional advertising because it is coming from someone who is familiar with the quality of your work. The best part is that initiating this form of advertising costs little or no money. For WOMM to increase your business, you need an active plan in place and do what is necessary to create buzz. If your business is on the Web, there are myriads of possibilities for starting a highly successful viral marketing campaign using the Internet, software, blogs, online activists, press releases, discussion forums and boards, affiliate marketing, and product sampling. Technology has dramatically changed traditional marketing programs. This new up-to-date book covers it all. This all sounds great, but what is the catch? There really is none, except you must know what you are doing! This groundbreaking and exhaustively researched new book will provide everything you need to know to get you started creating the buzz free publicity about your product or service whether online or off. In this easy to read and comprehensive new book you will learn what WOMM is, how to get people talking about your product or service, how to get your customers to be your sales force, how to get WOMM to spread quickly, how to automate WOMM, how to create a blog, create awareness, and how to amplify it. The entire process is covered here: marketing, dealing with negative customer experience, writing online press releases, creating a customer reference program, bringing together a fan club/loyalist community, naming VIPs, using flogs (photos), and spurring evangelism among influential people. Included are tactics that pertain especially to non-profits, including reputation management. In addition, we have gone the extra mile and spent an unprecedented amount of time researching, interviewing, e-mailing, and communicating with hundreds of today's most successful WOMM marketers. Aside from learning the basics you will be privy to their secrets and proven successful ideas. Instruction is great, but advice from experts is even better, and the experts chronicled in this book are earning millions. If you are interested in learning essentially everything there is to know about WOMM in addition to hundreds of hints, tricks, and secrets on how to put WOMM marketing techniques in place and start earning enormous profits, then this book is for you.

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