



Housekeeping

Link to presentation, resources etc. www.DrewsMarketingMinute.com/pdi.html

Business cards

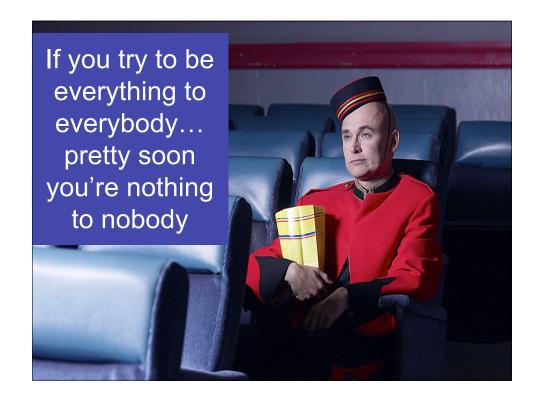
Feel free to interrupt, ask questions or cheer aloud

Feel free to share this with your peers. Just keep the copyright stuff in place.

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Tell your story

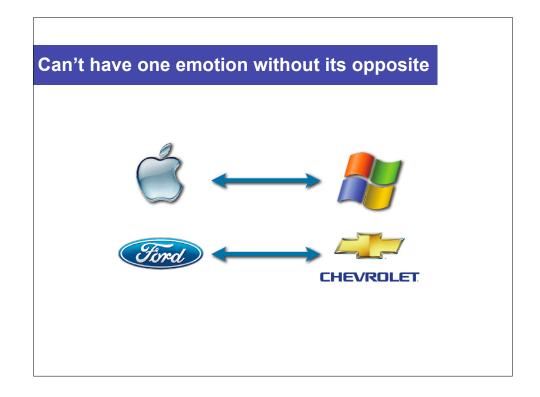
S = Stand out

T = Tantalize

O = On target

R = Relevant

Y = Yes!





















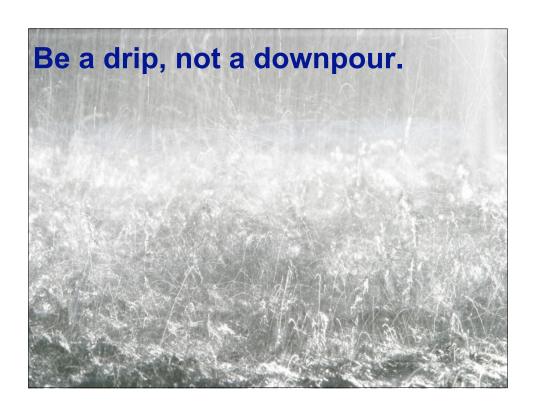






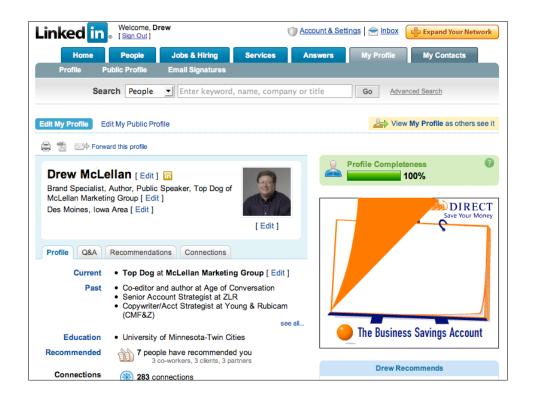
















Your goals:

Communicate with key audiences

Connect with influencers

Build word of mouth

Create a community

Collaborate

Conduct conversations

Extend your reach

Share information

Your goals: What social media does:

Communicate w/ key audiences Communicate w/ key audiences

Connect with influencers Connect with influencers

Build word of mouth Build word of mouth

Create a community Create a community

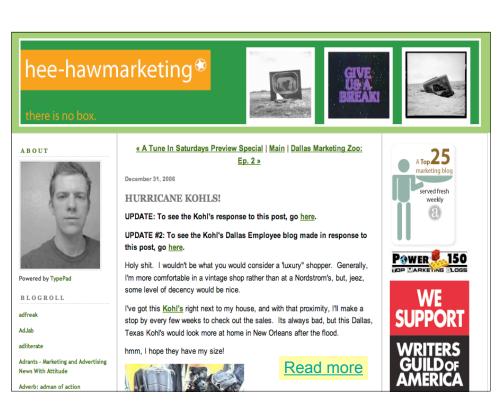
Collaborate Collaborate

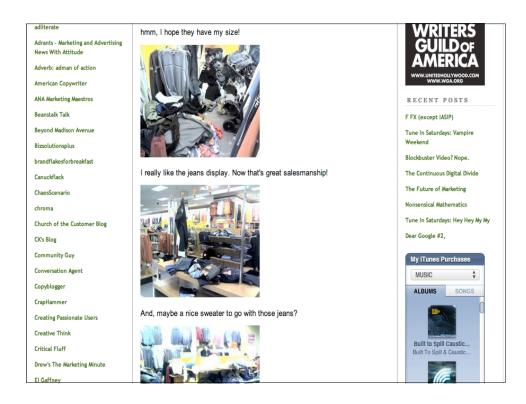
Conduct conversations Conduct conversations

Extend your reach Extend your reach

Share information Share information









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ABOUT



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Adverb: adman of action

« The First Time I Wanted to Marry a Phone | Main | Tune In Saturdays: Field Music »

January 10, 2007

Hurricane Kohl's! The Resolution, sort of.

Please know that it is our top priority to provide you, and all of our customers, a quality shopping experience. I'm very sorry that you recently encountered an unacceptable store environment, and from your pictures, clearly not up to our standards. I have advised our senior level management, they've been made aware, and they're highly committed to addressing it. So, thanks again for letting me know. I do appreciate hearing from you and we do value your patronage.

-VP Public Relations, Kohl's Corp.



"Come on man! I work at Kohl's and on our worse day we have never looked Creative Think anything near this disaster. Critical Fluff It may not be your fault that the store gets trashed but it is your fault if you don't Drew's The Marketing Minute El Gaffney Yes customers can be awful, yes they can mess up the departments, yes it is hard to keep up but the pictures here show a store that gave up or does not care.

From Former Kohl's Employee in comments:

"Joe and Miriam (managers) need to start looking at the talent they already have within their district and stop hiring people from other companies that have no idea how to handle the volume of an average Kohl's. I worked for Kohl's here in Dallas for several years and had a wonderful experience but was always amazed when talented managers that already worked for the company were passed over for store manager because the ditrict and regional managers wanted to hire someone from the outside. Nine times out of ten, these managers that are hired from the outside have failed miserably because they cannot handle the volume."

The comments on this blog are pretty much justified. Remember: Expect Great

From Alejandra in comments:

"I started working at Kohl's last summer and I learned very quickly that people suck. I don't mean that just the customers suck, but assoiates suck too. Mainly because some of the ones I work with birth and complain about stupid crap and/or do nothing to help."

"I work at Kohl's. While we are understaffed, take into account the people that shop there. I have never seen such disgusting people in my entire life. I work with people who have worked in retail for years and have never seen such horrible customers



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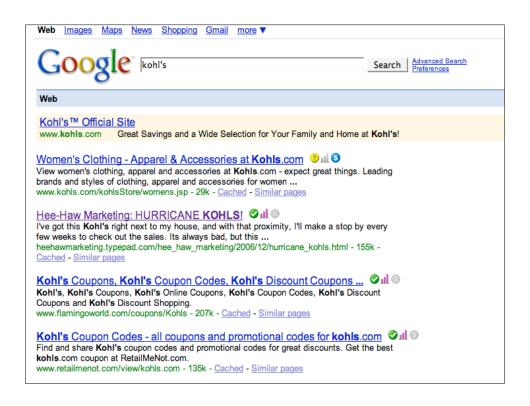
Maple Takedown

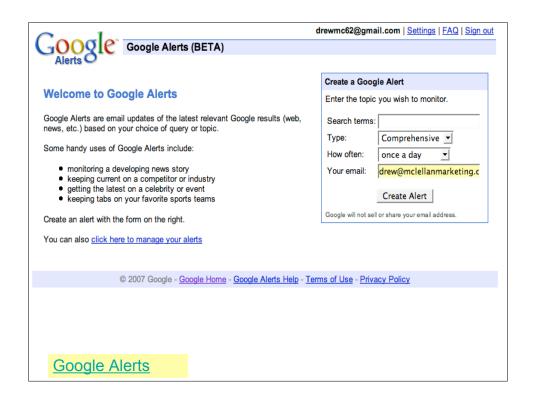
Marketing Profs Daily Fix Blog

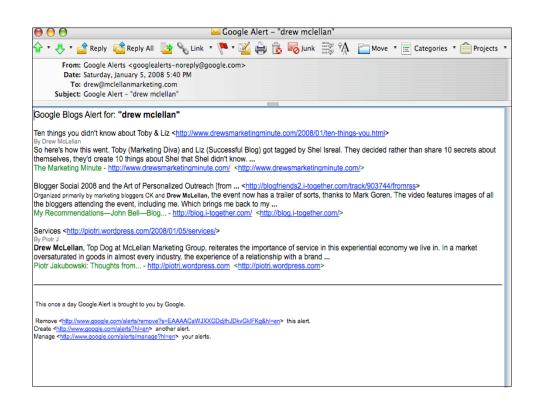
Masi Guv

Media Orchard, by the Idea Grove

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