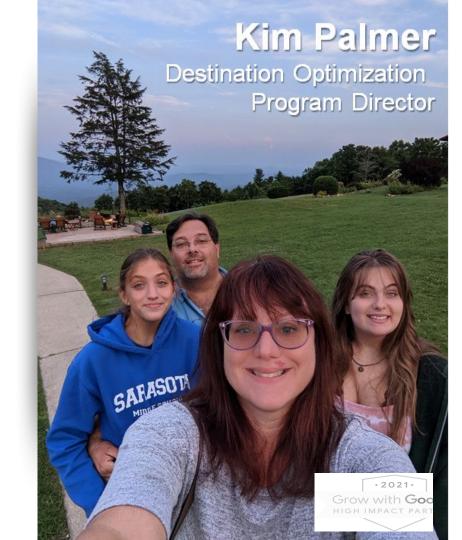




This workshop is brought to you by **Visit California** in an effort to help community businesses **maximize exposure** digitally on the world's largest platform.

Content provided by:







270+
Destinations in our support program

150,000+

Businesses and POI audited and analyzed

150+

Directly managed Google Business Profiles



What We'll Cover Today

What is the Business Profile and Where It Appears

- The Local Pack
- Distance and Relevance
- Up-to-date Business Profiles

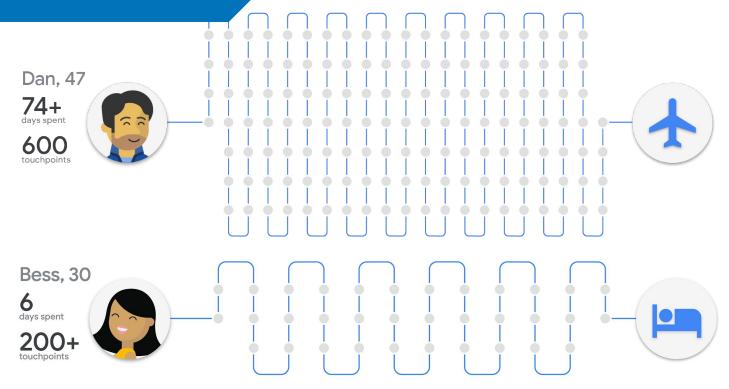
Verification and Completeness

- Claiming your Business Profile
- O Hours, Special Hours & More Hours
- Service Areas
- Categories & Attributes
- Menus, Services & Products

Customer Journey



"Typical" travel journey?

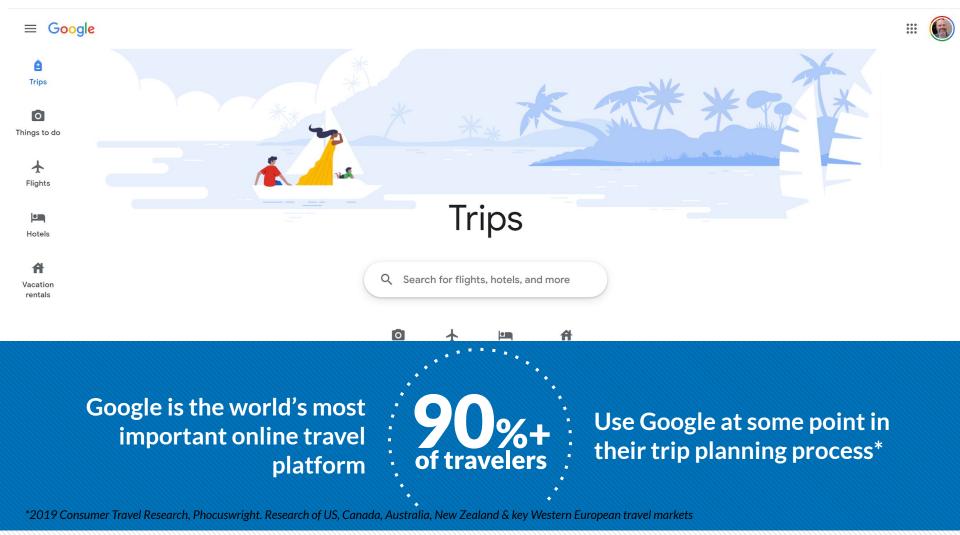




69% of travelers turn to a search engine when starting to think about a trip.

- Expedia Group research





What do the best performing business profiles look like?



But first...

What's a business profile?



Cast Iron Trading Co.



Website

4.6 ★★★★★ 465 Google reviews

Directions

\$\$ · American restaurant

ORDER ONLINE

Breakfast, burgers & vegan tacos in a spacious, industrial-chic venue, plus craft beer & coffee.

Service options: Dine-in · Takeout · Delivery

Located in: Huddle Cowork

Address: 114 N San Joaquin St. Stockton, CA 95202

Hours: Closed · Opens 4PM Thu ▼

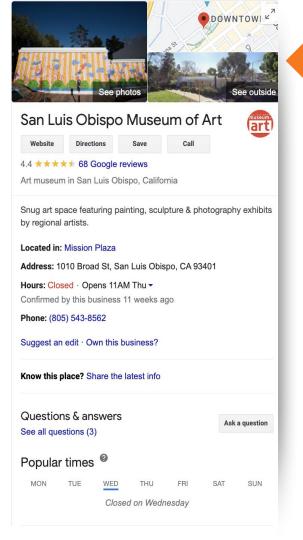
Health & safety: Staff wear masks · Staff required to disinfect

surfaces between visits · More details

Phone: (209) 227-8585

Suggest an edit · Own this business?

Know this place? Share the latest info



Business Profiles

attraction near El Dorado Hills. C



Browns Ravine Recreation Area

4.5 *** 272 reviews

Park









Send to your

phone

Park combining open green space & a lengthy waterfront with a boat marina, snack bar & tackle shop.



El Dorado Hills, CA 95762



Open now: 6AM-10PM See more hours



dbw.parks.ca.gov



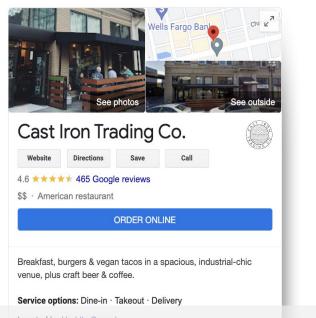
PV5X+WM El Dorado Hills, California



Claim this business



Add a label



Located in: Huddle Cowork

Address: 114 N San Joaquin St. Stockton, CA 95202

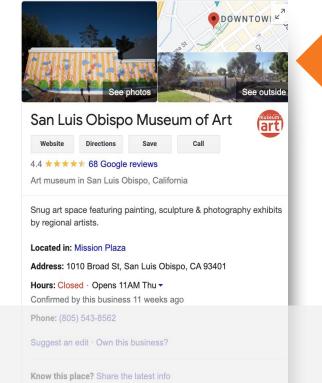
Hours: Closed · Opens 4PM Thu ▼

Health & safety: Staff wear masks · Staff required to disinfect

Business profiles aggregate everything Google

Suggest an edit · Own this busiless? nows about a business into one "card"

Know this place? Share the latest info



Business Profiles

attraction near El Dorado Hills. (



Browns Ravine Recreation Area

4.5 *** 272 reviews

Park

Directions

phone

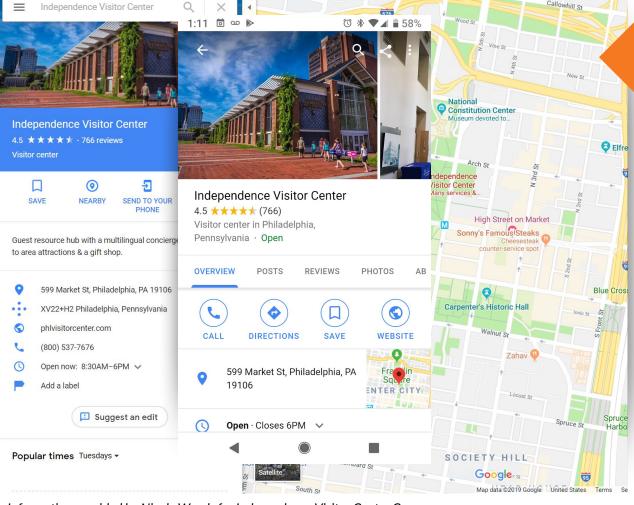
Park combining open green space & a lengthy waterfront with a boat marina, snack bar & tackle





A business' profile is the single largest source of organic exposure for the business online.





Case Study

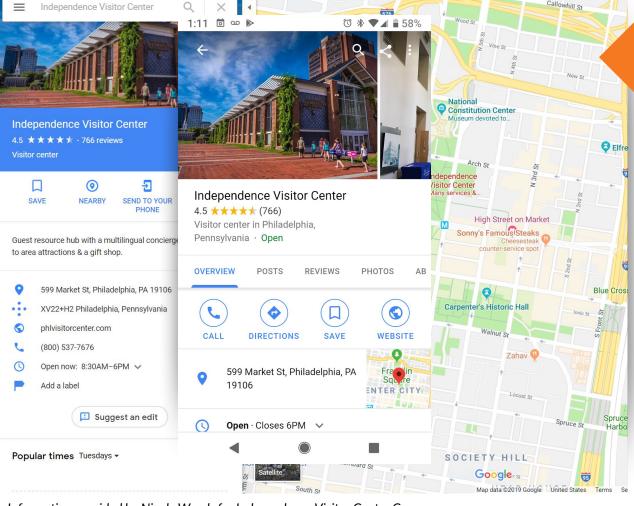
25,518,074

Total Audience

Including:

Website visits, social media views, search exposures and maps exposures





Case Study

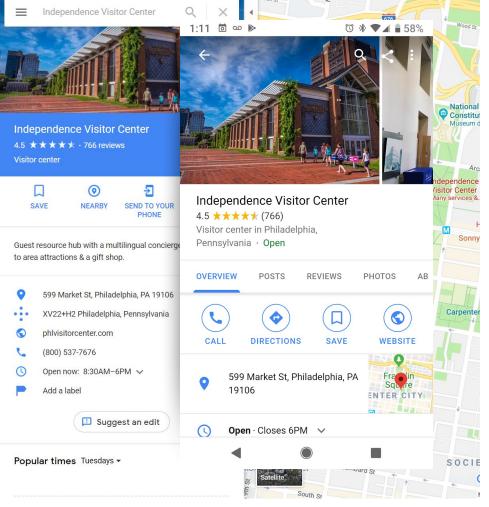
25,518,074

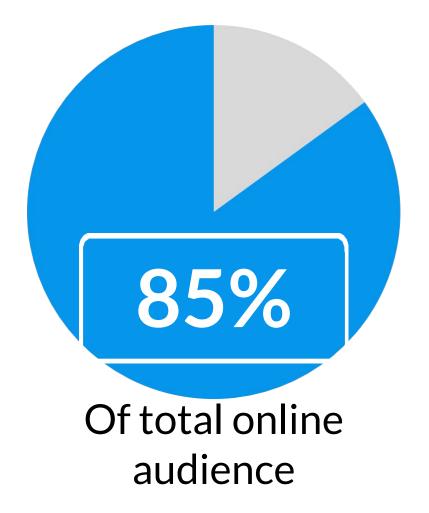
Total Audience

22,542,336

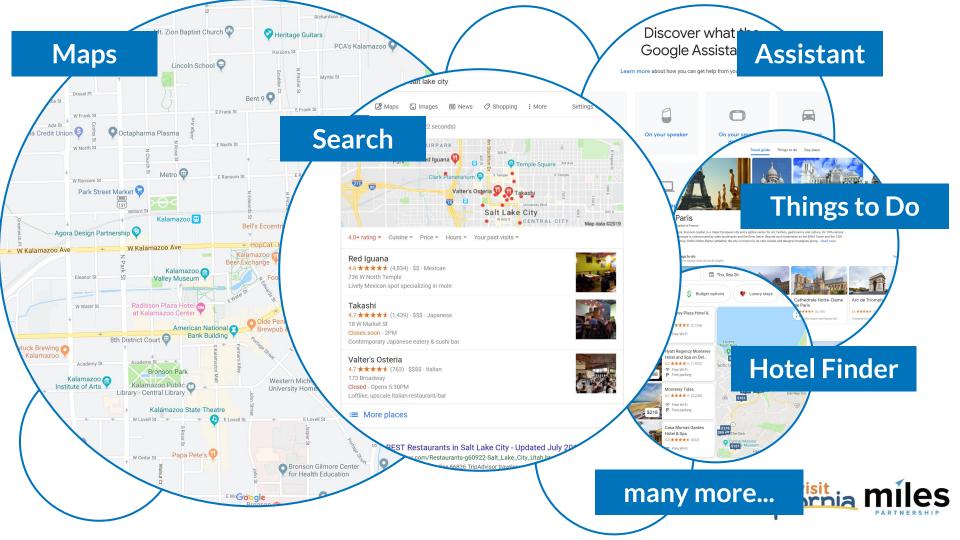
Came from **Google products and services**, directly related to the business profile



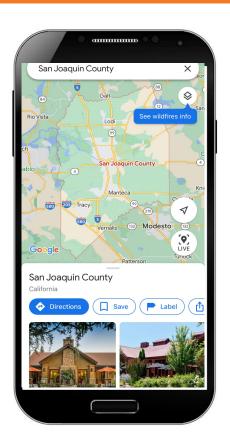




Information provided by Nicole Woods for Independence Visitor Center Corp.



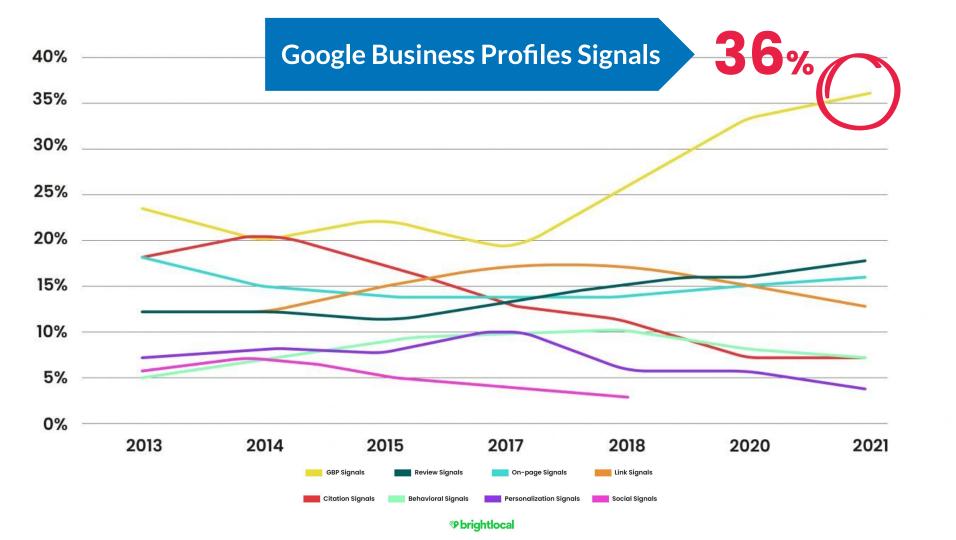
Growing Importance of Google Maps



Every month in 2020, Google helped drive over 2
 billion direct connections, including phone calls, requests for directions, messages, bookings, and reviews for American businesses
 (Google's Economic Impact data, 2020)

 79% of consumers who use navigation apps as part of leisure travel use Google Maps.
 (Skift Report, Deep Dive into Google, 2020)

 In 2020, more than 17 million American businesses received requests for directions, phone calls, bookings, reviews and other direct connections to their customers from Google (Google's Economic Impact data, 2020)



Better business profiles drive more exposure and more engagement



X 👃 Q restaurants in morro bay Q All O Maps Images O Shopping In News I More Tools About 2,290,000 results (0.52 seconds) Restaurants : Cuisine -Price -Hours -The Galley Seafood Grill & Bar Morro Creek 4.6 ★★★★★ (983) · \$\$\$ · Seafood Morro Bay Mutual Wa 899 Embarcadero Opens soon · 11:30AM Dine-in · No takeout · No delivery Coleman Park Tognazzini's Tognazzini's Dockside Restaurant 4.4 * * * * * (2.6K) · \$\$ · Seafood Fish Company 1245 Embarcadero Dine-in · Takeout · No delivery Grill & Bar Great American Fish Company 4.2 ★★★★ (1.6K) · \$\$ · Seafood 1185 Embarcadero Dutchman's Seafood House Opens soon · 11:30AM Dine-in · Takeout · No delivery More places

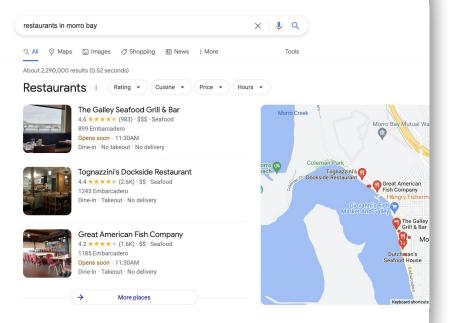
Google

The Local Pack

Result of a search for a **keyword** + a **location**



The Local Pack

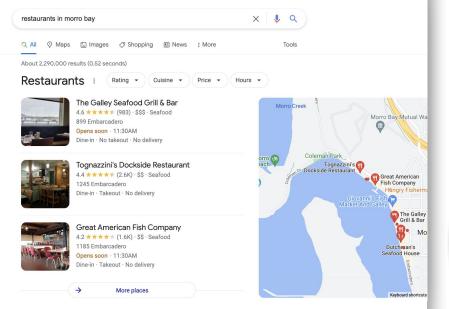


Google

But why these three business profiles?



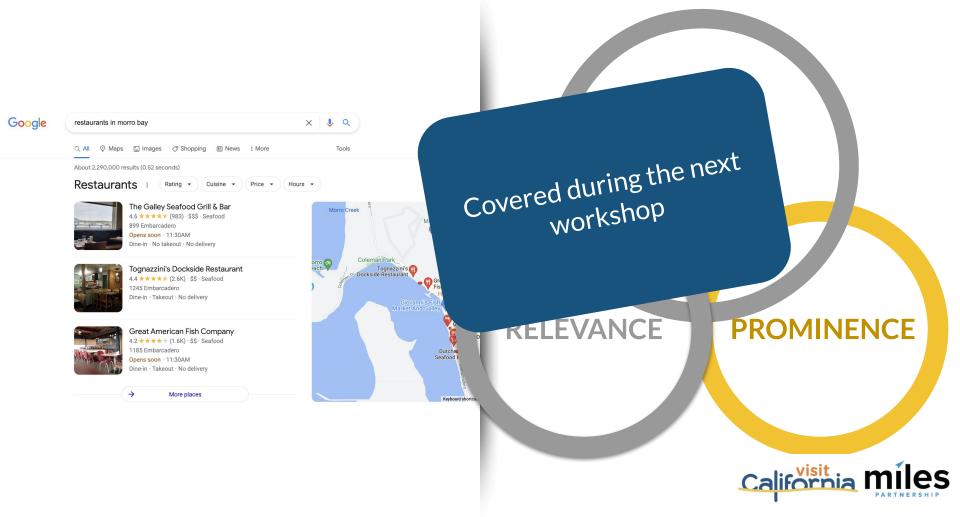


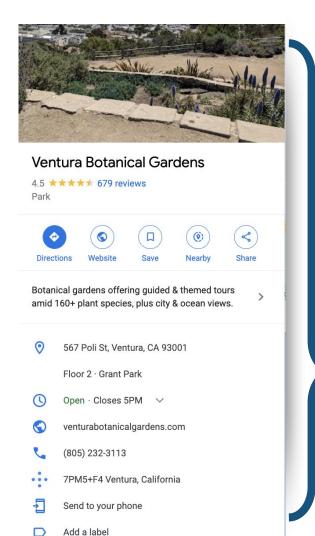


DISTANCE





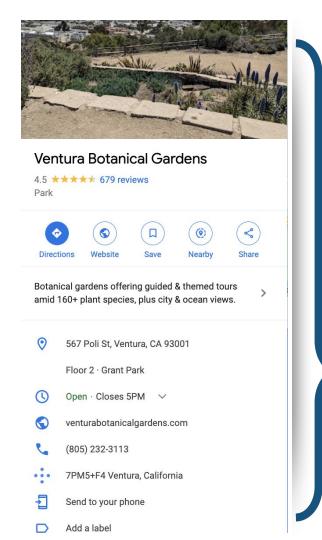




Up-to-date profiles are:

2.7 x more likely to be considered reputable.¹



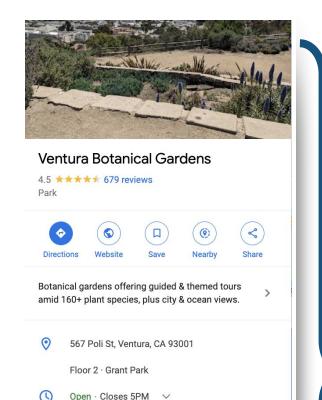


Up-to-date profiles are:

2.7 x more likely to be considered reputable.¹

70% more likely to attract location visits.¹





venturabotanicalgardens.com

7PM5+F4 Ventura, California

(805) 232-3113

Send to your phone

Add a label

Up-to-date profiles are:

2.7 x more likely to be considered reputable.¹

70% more likely to attract location visits.¹

50% more likely to lead to a purchase.¹



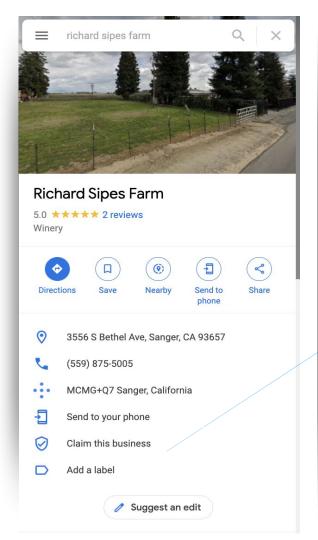
(1) Ipsos research: Benefits of a complete listing 2017

We want to help you maximize exposures and engagement for your business profile because it benefits everyone: your business, visitors and your destination.



Verification and Completeness





Make Sure You've Claimed Your Business

Search for your business name and look for this icon.

If you see it - you'll need to claim your business listing to get access to many of the features.



Claim this business





Need
Assistance
With Your
Business
Profile?

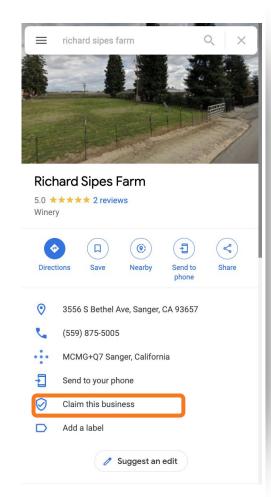


Schedule Office Hours With Miles

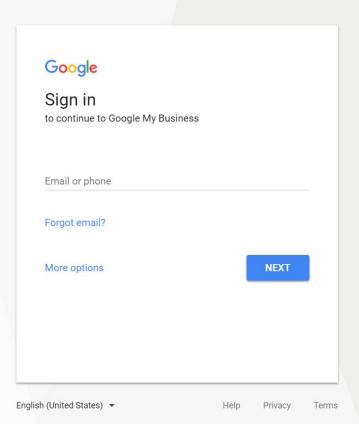


1.

If you see "Claim this business" on your BP. Click on it to begin the claiming process.







2.

Owner Login:

If step 1 doesn't work for you, go to this address in the browser:

https://business.google.com/add and sign in.



Manage this business to reply to reviews, update info and more

emily.mistrzak@milespartnership.com

By continuing, you're agreeir Policy

Manage now

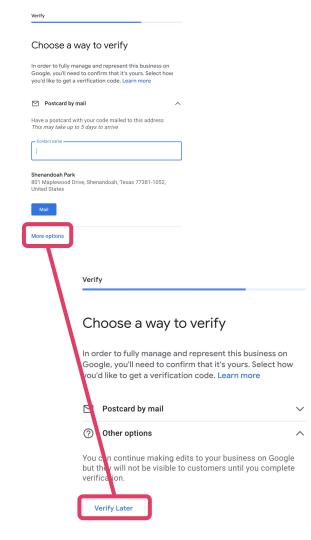
I own or manage another business

3.

Select "Manage Now": This will begin the process of claiming your listing inside of Google Business Profile





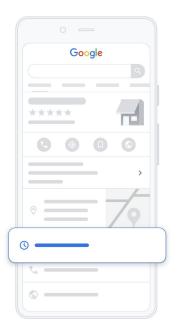


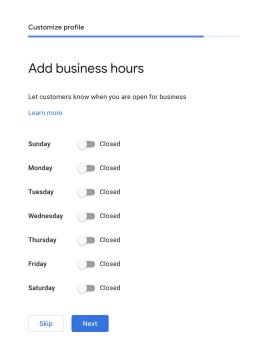
4.

Verification:

The next dialog includes the available methods of verification. Select the type of verification method in order to proceed. Availability of specific verification methods will vary by business type. Choose whichever works best for the business.





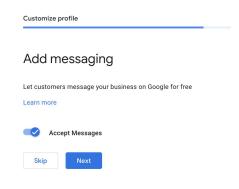


5.

Add Business Hours: Keep your hours information up to date.



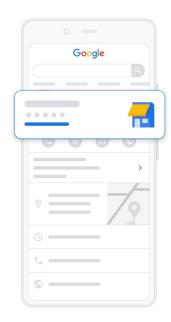


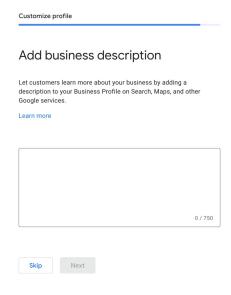


Add Messaging:

By adding this your customers will be able to instantly be able to message you. Be sure to have someone responsible for responding to messages.



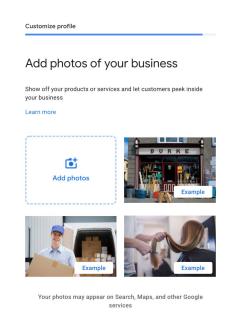




Business Description:

- What do you do
- What makes you special
- What you're known for
- Keywords

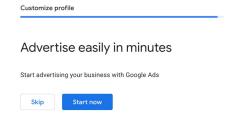




Photos:

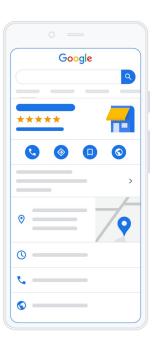
We'll talk about what makes a good photo in part two of this webinar series.





Advertising: Pay to play with Google Ads





Customize profile

Your Business Profile is almost ready

You can continue making updates and edits to your profile at any time. Your edits will be visible to customers on Google after you've been verified

Continue

10.

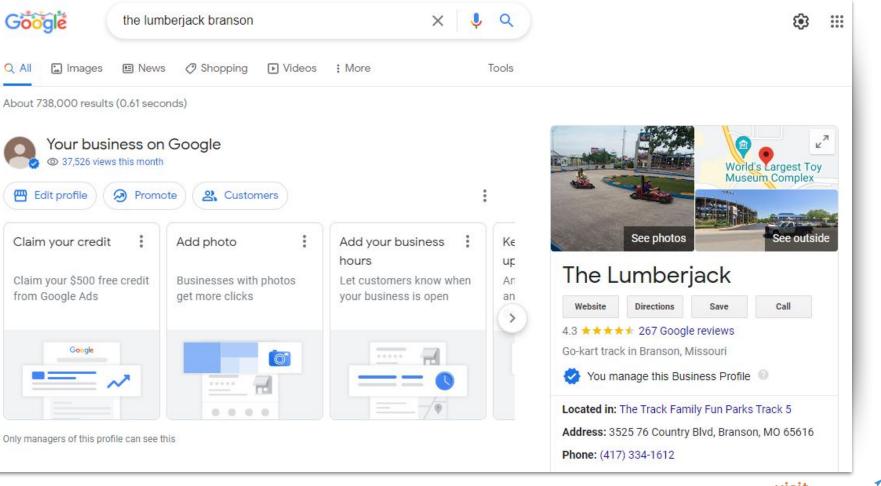
Select continue to gain access to your Google Business dashboard



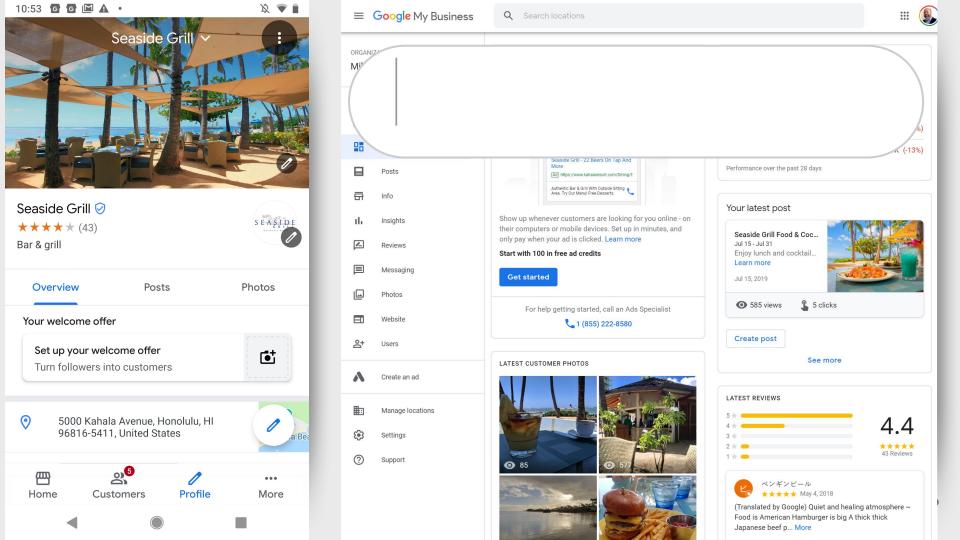


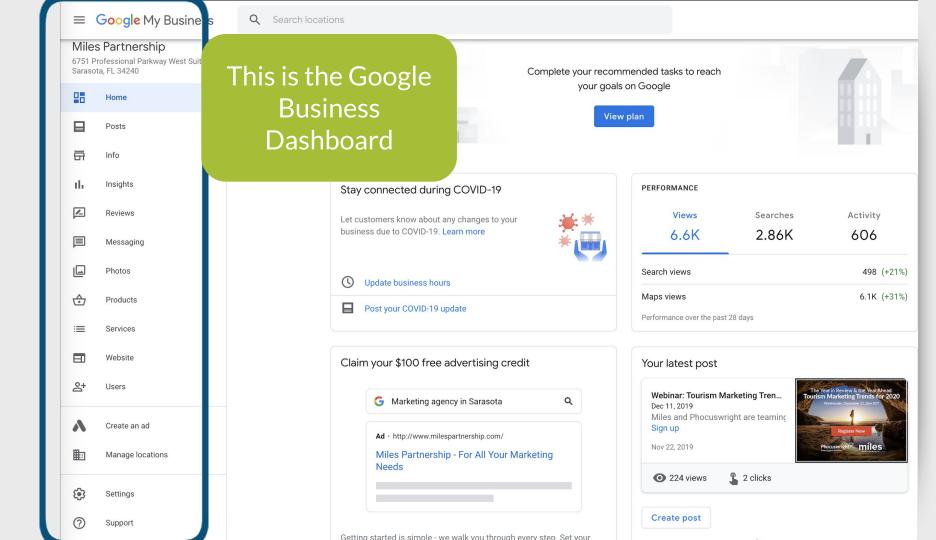
Managing Your Google Business Profile on Desktop

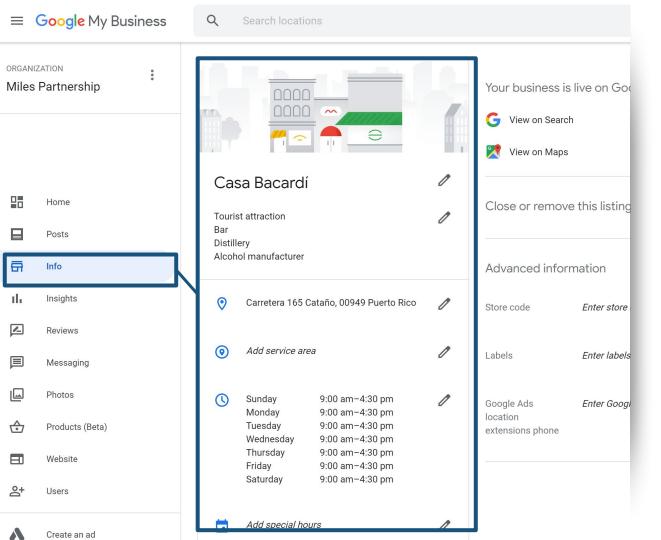










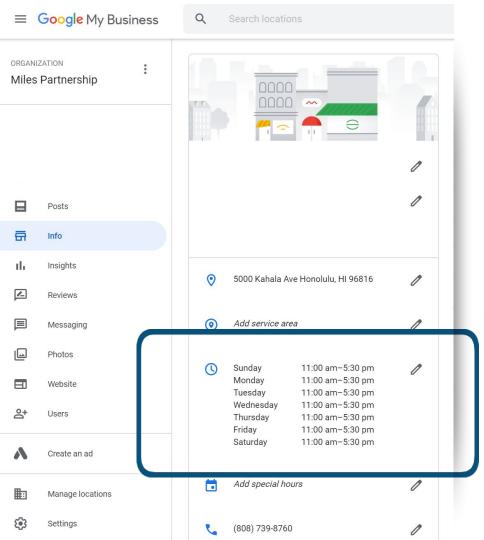


Make sure your information complete and accurate.

Check Your:

- Business Name
- Address
- □ Phone Number(s)
- → Website(s)
- Hours
- Description







Accurate Hours are critically important



Special hours

Enter hours for days when this business has an irregular so

Keep "Special hours" up to date

4th of July

7/4/21

Confirm Hours

4th of July



7/5/21

Confirm Hours

Add new date

Cancel

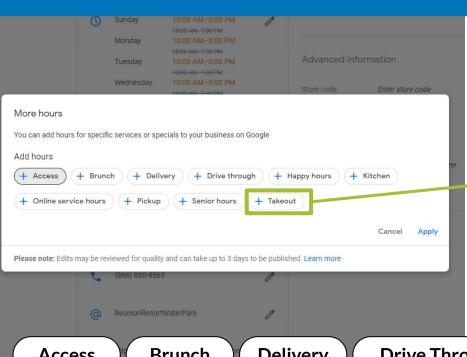
Apply

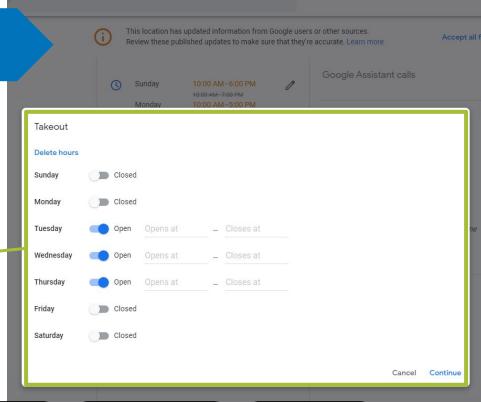
Please note: Edits may be reviewed for quality and can take up to 3 days to be published. Learn more





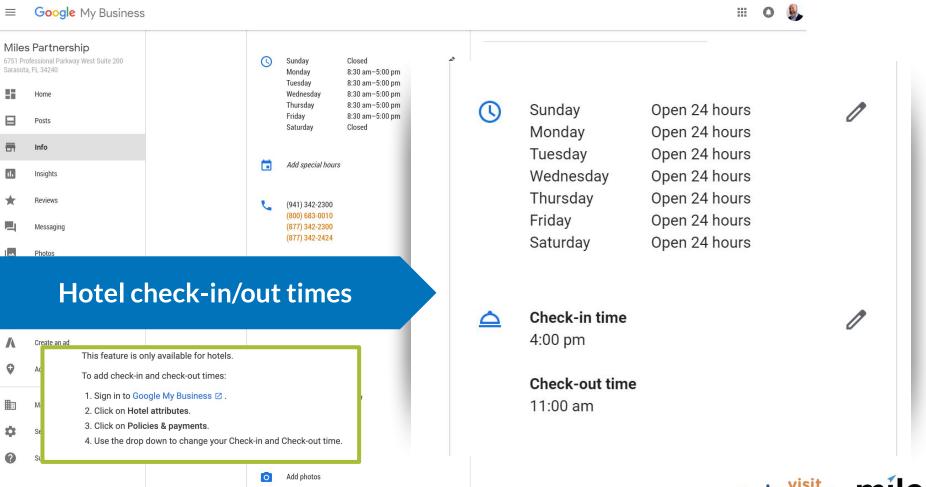
Detailed Hours Options





Access Brunch Delivery Drive Through Happy hours Kitchen

Online service hours Pickup Senior hours Takeout

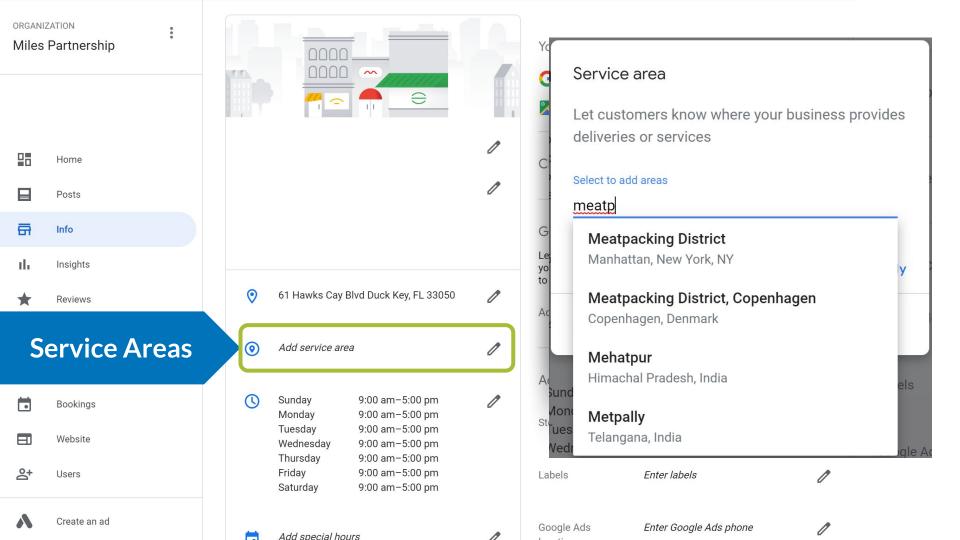


Top Performer Secrets



Service Areas



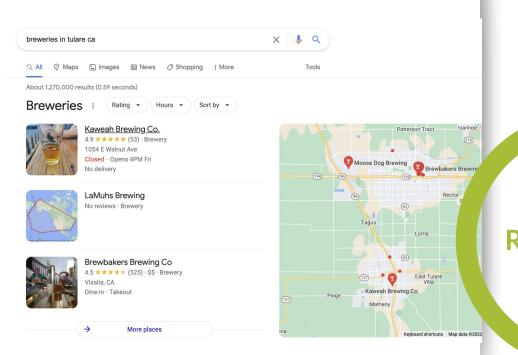


Top Performer Secrets



Categories & Attributes





DISTANCE

RELEVANCE

PROMINENCE



hungarian_restaurant	Hungarian restaurant	Related Categories
hunting_and_fishing_store	Hunting and fishing store	Related Categories
hunting_area	Hunting Area	Related Categories
hunting_club	Hunting club	Related Categories
hunting_preserve	Hunting Preserve	Related Categories
hunting_store	Hunting store	Related Categories
hvac_contractor	HVAC Contractor	Related Categories
hydraulic_engineer	Hydraulic engineer	Related Categories
hydraulic_equipment_supplier	Hydraulic equipment supplier	Related Categories
hydraulic_repair_service	Hydraulic repair service	Related Categories
hydroelectric_power_plant	Hydroelectric power plant	Related Categories
hydroponics_equipment_supplier	Hydroponics equipment supplier	Related Categories
hygiene_articles_wholesaler	Hygiene articles wholesaler	Related Categories
hygiene_station	Hygiene station	Related Categories
hypermarket	Hypermarket	Related Categories
hypnotherapy_service	Hypnotherapy service	Related Categories
hyundai_dealer	Hyundai dealer	Related Categories
ice_cream_equipment_supplier	Ice cream equipment supplier	Related Categories
ice_cream_shop	Ice cream shop	Related Categories
ice_hockey_club	Ice hockey club	Related Categories
ice_skating_club	Ice skating club	Related Categories
ice_skating_instructor	Ice Skating Instructor	Related Categories

3,936
US English categories currently

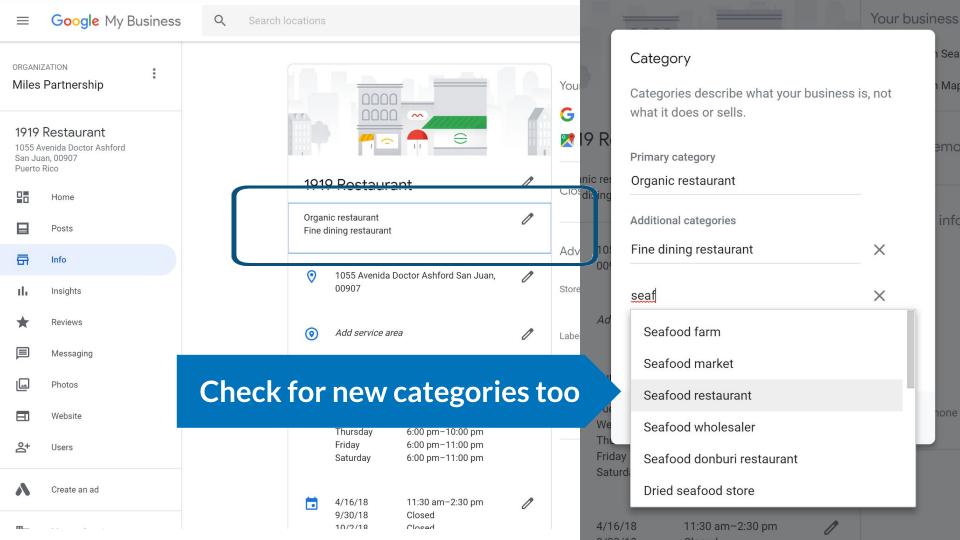


Badminton complex

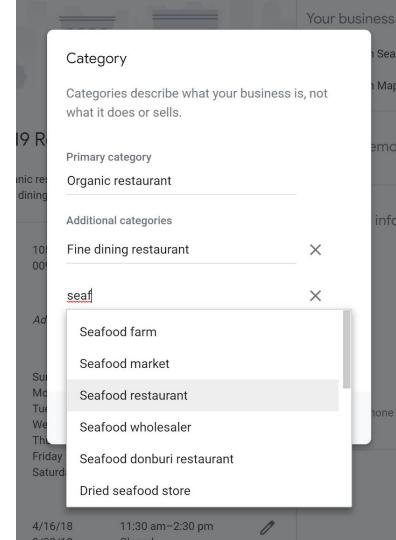
- Balloon ride tour agency
- Basket supplier
- Bird control service
- Bouncy Castle Hire
- Box lunch supplier
- Cat Hostel...?

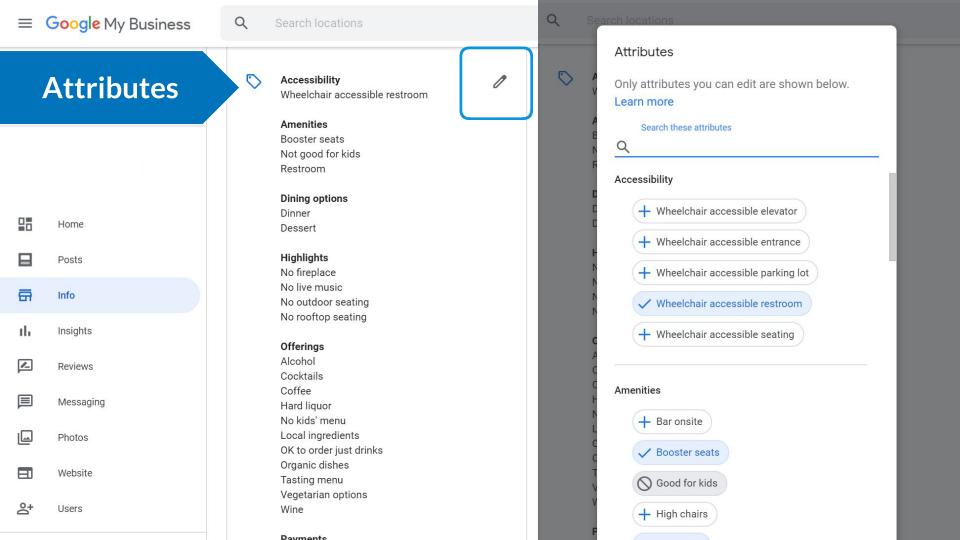


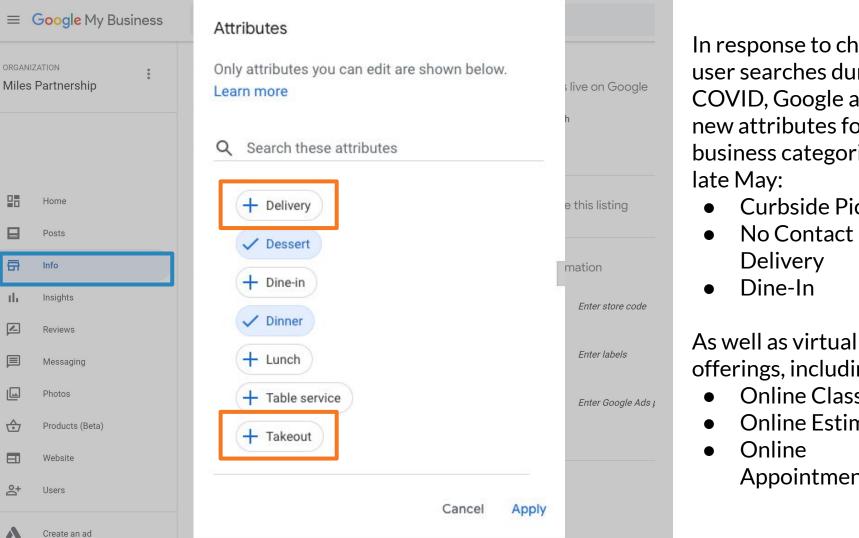




Adding relevant categories can significantly expand where your business shows up, and provide access to additional features*.





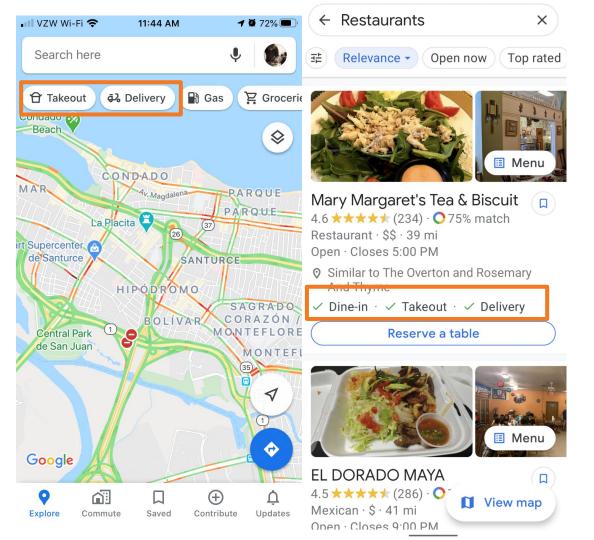


In response to changes in user searches during COVID, Google added new attributes for some business categories in late May:

- Curbside Pickup
- No Contact Delivery
- Dine-In

offerings, including:

- Online Classes
- Online Estimates
- Online Appointments



Attributes influence visibility in specific types of search results and can change the appearance of your listing by highlighting information you've added.

This can help visitors find accurate information quickly and easily while also making you stand out from competitors.



Attributes

Attributes

es vou can edit are shown below.

Hotels Have the Most

ese attributes

Accessibility

✓ Wheelchair accessible elevator

✓ Wheelchair accessible entrance

✓ Wheelchair accessible parking lot

Activities

✓ Bicvcle rental

+ Boat rental

+ Game room

+ Horseback riding

+ Indoor jogging track

+ Scuba diving

+ Snorkeling

+ Water skiing

Amenities

Amenities

✓ Air conditioning

Airport shuttle

All-inclusive

✓ Bar onsite

✓ Baggage storage

✓ Beach access

Business center

✓ Child care

✓ Concierae

Convenience store

O Currency exchange

O Dogs allowed

✓ Fitness center

N Free breakfast

✓ Golf course

Attributes

Only attributes you can edit are shown below.

Learn more

Q Search these attributes

✓ Laundry service

Massage services

✓ Meeting rooms + Newspaper delivery

Parking

 ∇ Free
 ✓ Paid O Pets welcome

✓ Photocopying service

✓ Restaurant

✓ Room service

✓ Smoke-free property

✓ Spa

Swimming pool ✓ Indoor
✓ Outdoor

Wi-Fi

+ Free / Paid

Only attributes you can edit a Learn more

Q Search these attributes

Attributes

Crowd

✓ Family-friendly

+ LGBT

Highlights

+ Active military discount

+ Casino + Fireplace

Nightclub

✓ Private beach

+ Veteran-Led

+ Women-Led

Lodging options

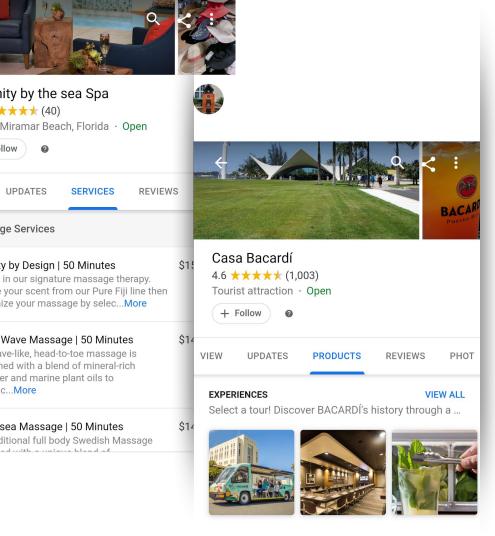
✓ Family rooms

Top Performer Secrets



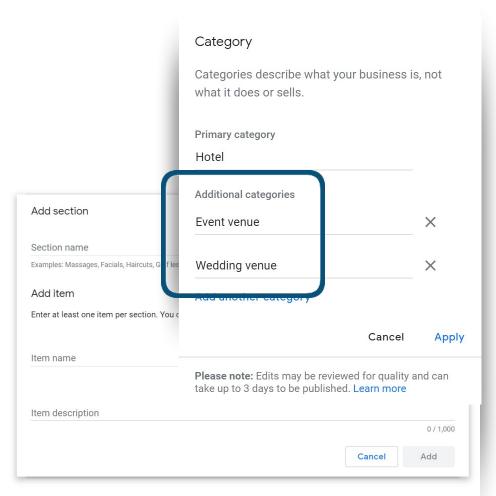
Menus, Services & Products





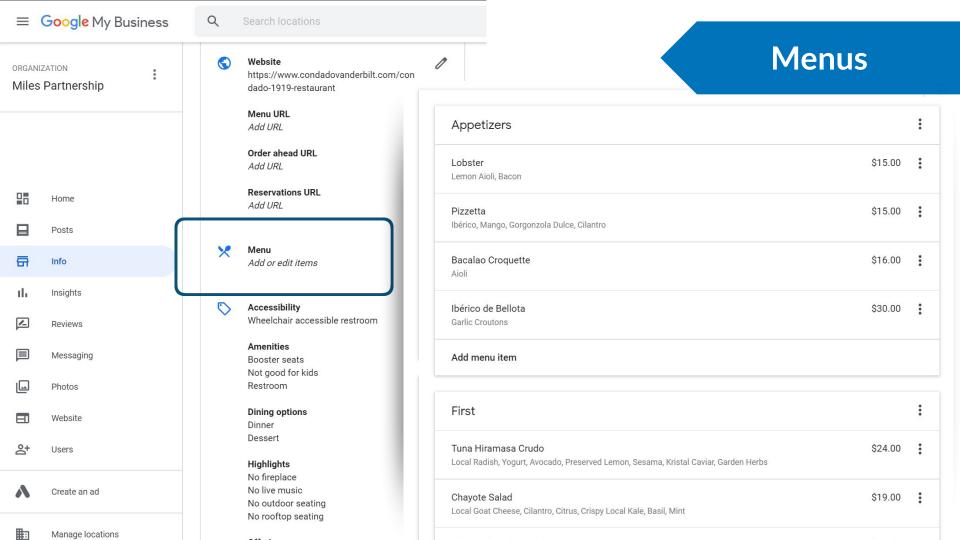
Depending on your business category, you can use **menus**, **services** or **products** to expand the content in your business profile.

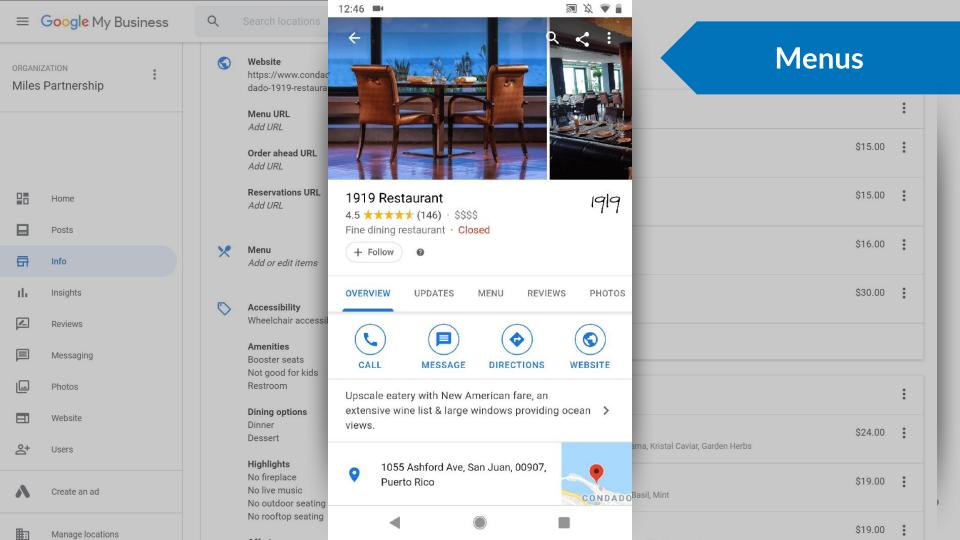


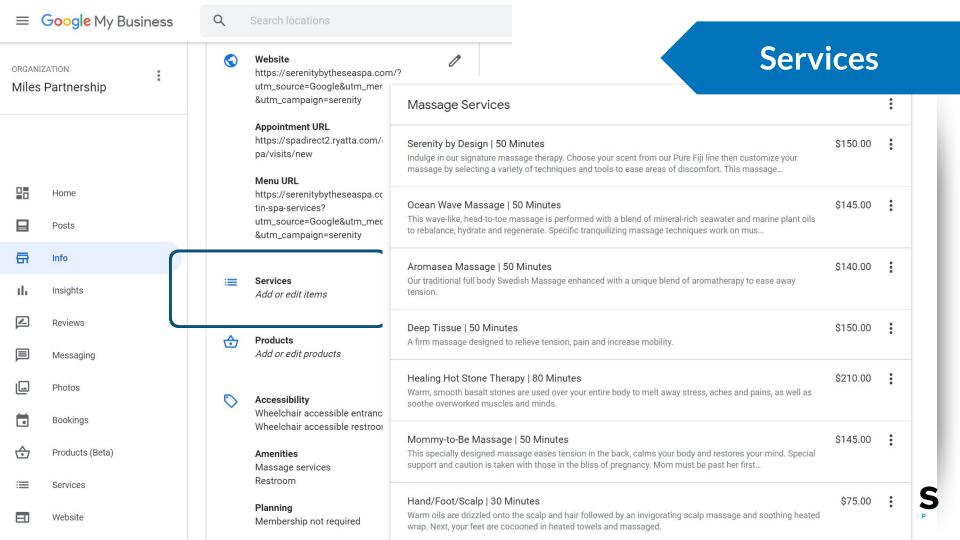


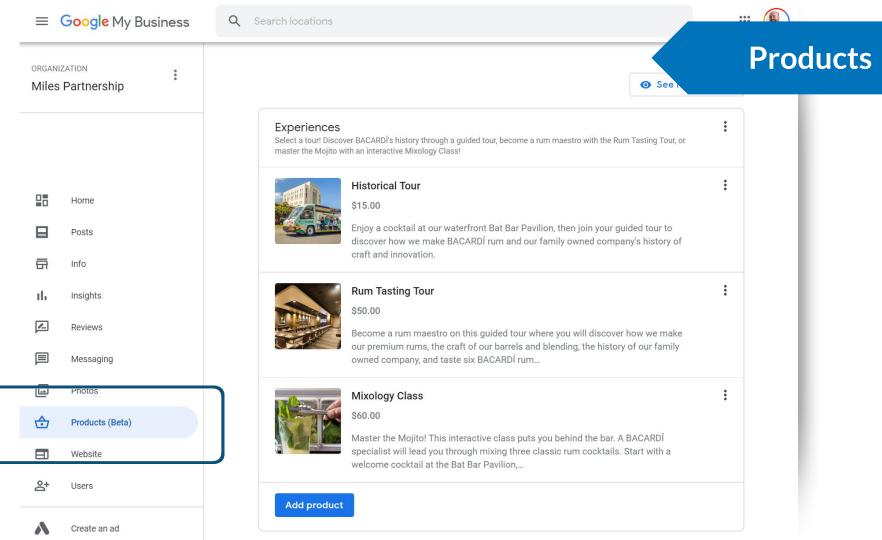
Accommodations have limited access to some of these features - but, if you are also an event or wedding venue, you can add those categories to get access to "services"











Google Business Profile Optimization Checklist

- 1. Claim your business
- 2. Review listing in Google Maps & Google Search

Add your:

- ☐ Business Name
- ☐ Address
- ☐ Phone Number(s)
- ☐ Website(s)
- ☐ Hours/More Hours
- □ Description

Expand information:

- Service Areas
- Categories and Attributes
- Menus
- Services
- Products



