# Life-Saving Checklist Revive Your Web Presence Before It's Too Late!



Please be respectful of your colleagues by silencing your phone. If you need to answer a call, please go to the hallway.

# The Only Thing We Can Be Sure of When it Comes to the Internet IS Constant Change

# Housekeeping 101

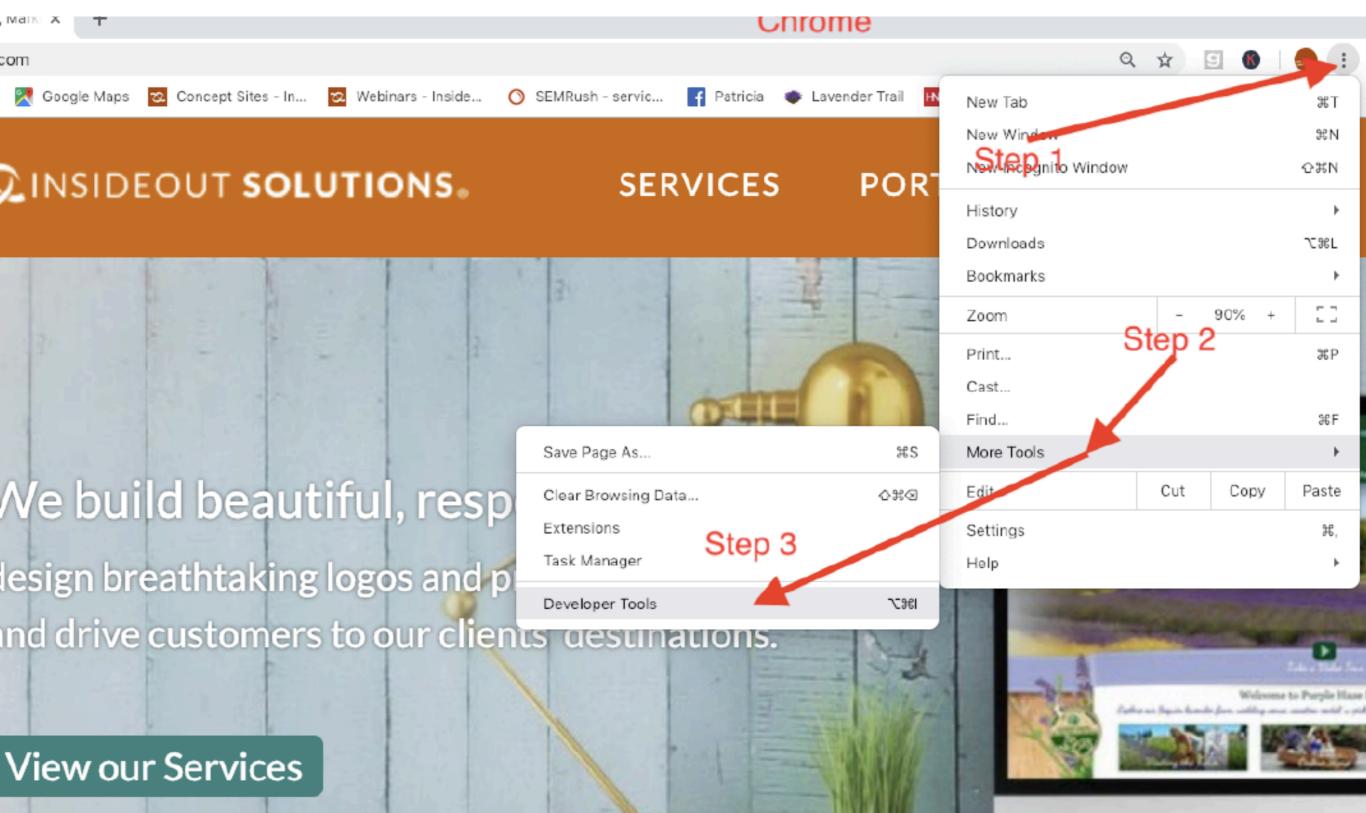
- ADA OTAs
- GDPR Trip Advisor
- Https
   Revenue Management
- Mobile First
   E-Commerce
- Responsive Design
   Pay-Per-Click

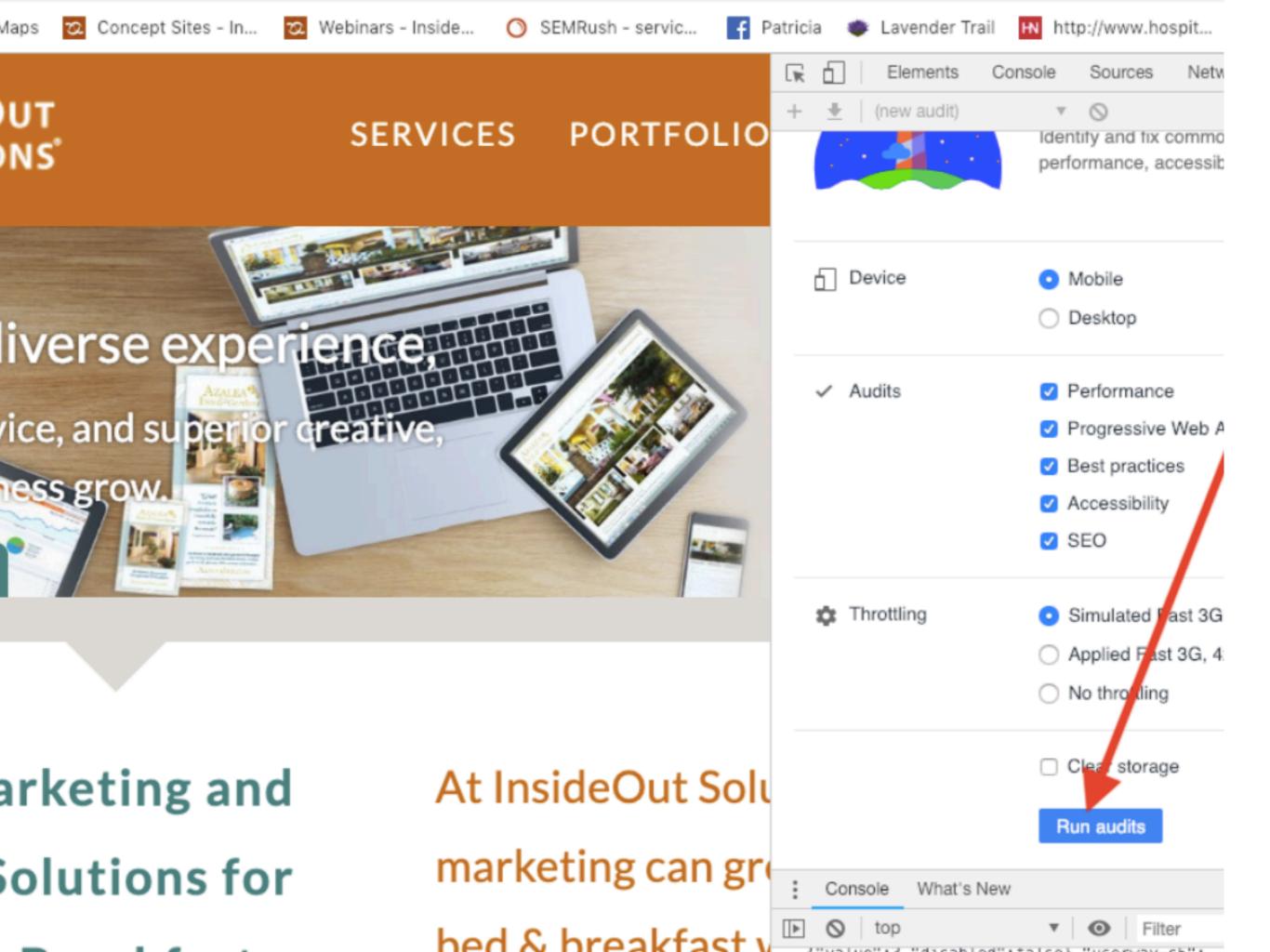
# ADA does not mean your property is ADA compliant

Accessibility means everyone should be able to read and enjoy your WEBSITE equally

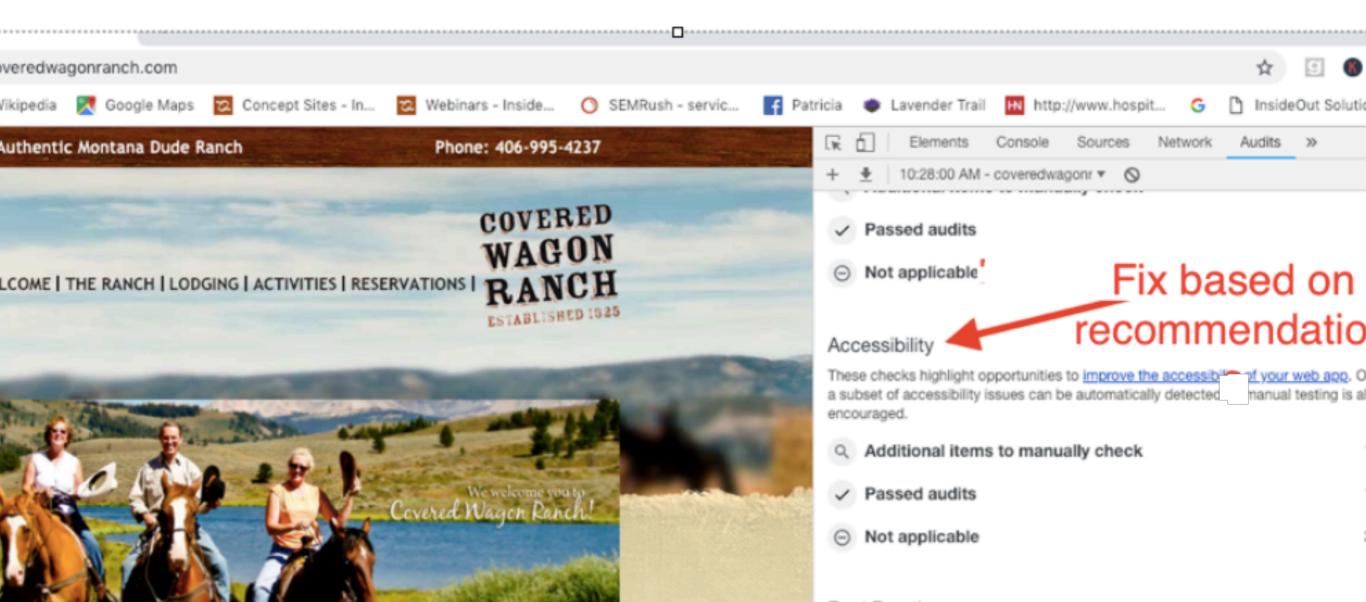


## Test Your Site Google Chrome - Lighthouse





# Follow Directions After You Scroll Down to Accessibility



# Use Similar text but Not Exact



Accessibility statement for Covered Wagon Ranch

We want everyone who visits the Covered Wagon Ranch website to feel welcome and find the experience rewarding.

#### WHAT ARE WE DOING?

To help us make the Covered Wagon Ranch website a positive place for everyone, we've been using the <u>Web Content Accessibility Guidelines (WCAG)</u> 2.1. These guidelines explain how to make web content more accessible for people with disabilities, and user friendly for everyone.

The guidelines have three levels of accessibility (A, AA and AAA). We've chosen Level A as the target for the Covered Wagon Ranch website.

#### HOW ARE WE DOING?

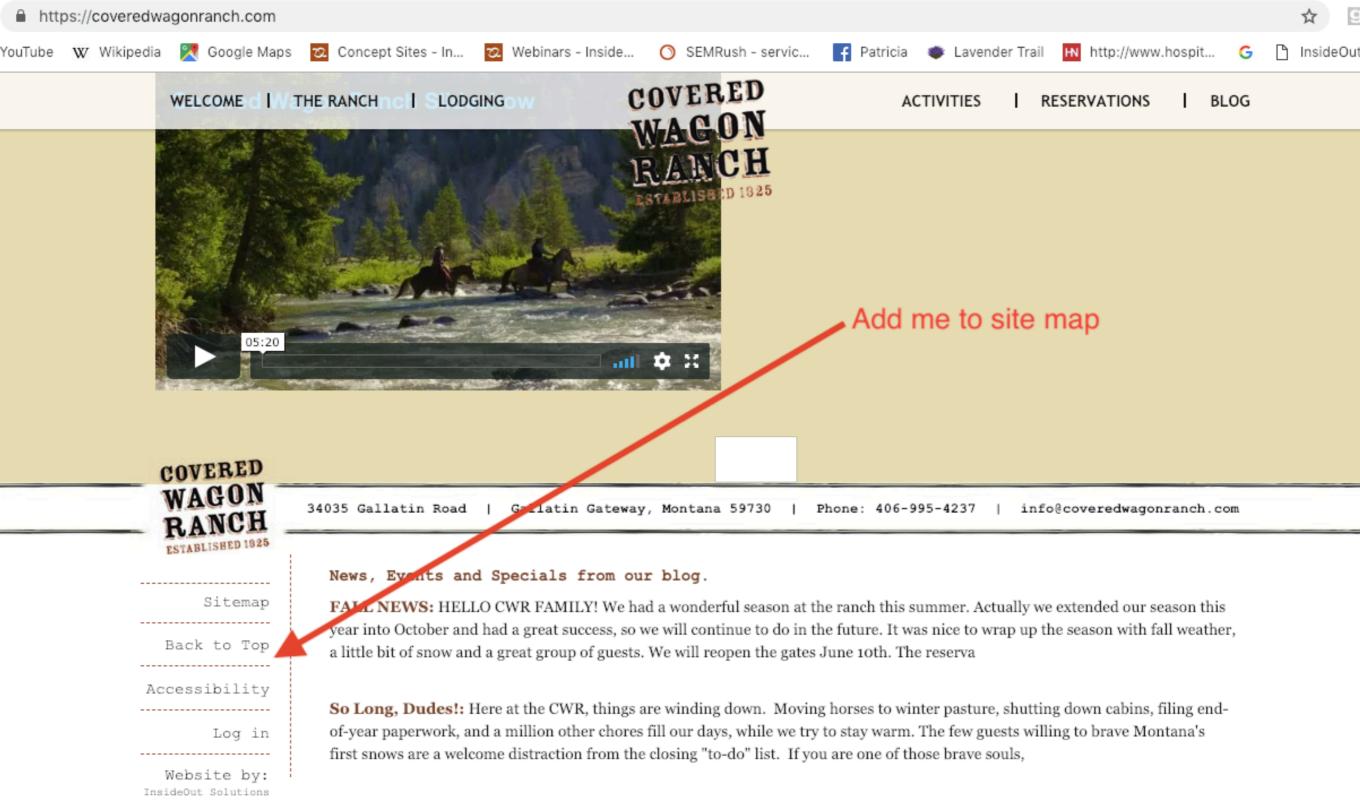
We've worked hard on the Covered Wagon Ranch website and believe we've achieved our goal of Level A accessibility. We monitor the website regularly to maintain this, but if you do find any problems, please get in touch.

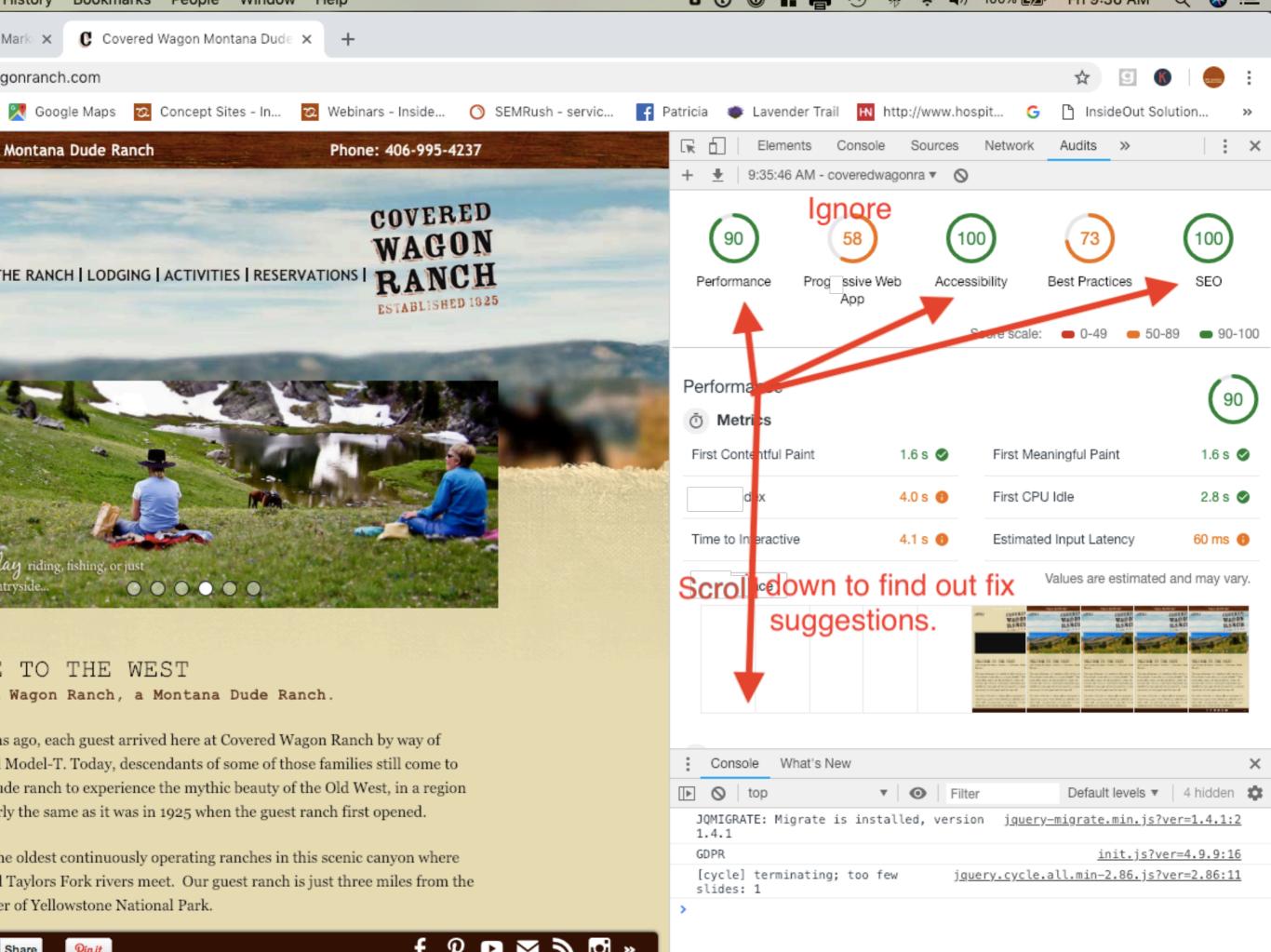
### LET US KNOW WHAT YOU THINK

If you enjoyed using the Covered Wagon Ranch website, or if you had trouble with any part of it, please get in touch. We'd like to hear from you in any of the following ways:

email us at <u>info@coveredwagonranch.com</u>

# Add Accessibility page to Site Map







# What is GDPR?

General Data Protection Regulation

- European Regulation for doing business or collecting information on individuals in the European Union
- Data Collection -IP address, etc.
- Protect Privacy
- Google Gathers Information on Where Your Traffic Comes From to Your Website
- How do You Gather Data?

### What To Do

### Add Privacy Page with Your Policy Add Opt In Bar Coming Soon to the USA



The Dude Ranchers' Association understands that the protection and security of your account information, and any other information that is personally identifiable, is of utmost importance. We collect personal information you choose to share with us and our partners so we can provide you with a more customized experience. Your information is kept secure through industry norms. When you complete one of the forms such as the contact us or brochure request forms on our website that information is given to the ranches located in the state you indicated you wanted more information from.

#### Cookies

A cookie is a piece of data stored on the website user's hard drive containing information about the user. Usage of a cookie is in no way linked to any personally identifiable information while on our site. We use cookies to store visitors' preferences, record session information, record user-specific information on what pages users access or visit, record past activity at a site in order to provide better service when visitors return to our site and to customize website content based on visitors' browser type or other information that the visitor sends. Once the user closes their browser, the cookie simply terminates. If a user rejects the cookie, they may still use our site. Some of our business partners use cookies on our site (for example, advertisers). However, we have no access to or control over these cookies.

**Opt in** 

### Sharing

We will share aggregated demographic information with our ranchers when appropriate.

### Links

This website contains links to other sites. Please be aware that the Dude Ranchers' Association is not responsible for the privacy practices of such other sites. We encourage our users to be aware of this when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.

## Https?

### SSL: Secure Socket Layer



# Mobile Rules the Internet

- Google now indexes and ranks your property based on your mobile site. FIRST
- If you don't have a mobile site you will rank below other properties that do
- Page speed is one of the top 10 factors for ranking

The only Bed & Breakfast Inn on the beach at Point Hudson Marina in Port Townsend





Activities & Links



It's an easy walk from the Commander's Beach House to all the shops and restaurants in Port Townsend, as well as to the new Northwest Maritime Center and Fort Worden's Marine Science Center. Stroll to the Victorian gardens at Chetzemoka Park or launch your kayak from our beach! Pamper yourself in our cozy home where storm watching is a favorite activity, or just

360-385-1778

**♦♦**♦Voted **BEST B&B** in Jefferson County, 2012**♦**♦

finalst 2013, 2014 and 2015

sit in front of the fireplace with a good book. Listen to the waves from our three beach-side rooms, or enjoy a view of the

gardens and boatyard from our fourth room. In the morning, delight in a romantic gourmet breakfast served at individual tables with views of Whidbey Island, the Point Wilson

lighthouse and Mount Baker. Our house provides an incredible setting for outdoor weddings or family gatherings. Come escape to oucomfortable beach side retreat.

As we say: "Come, relax and solve

Gift Certificates Available 360-385-

<u>1778</u>

nothing!"

To navigate this site, simply click on the images to the left.

Click Here to view our House Policies.

Washington State Ferry Schedule Ferry schedule







Step into paradise ...



Breakfast on the Veranda, 1st Course



Relax in the living room





Read reviews of The mmander's Beach House

**o**tripadvisor

← → C	Rush - servic 🗗 Patricia 🖤 Lavender Trail 🙌 http://www.hospit G 🗅 InsideOut Solution »
Mobile-Friendly Test	₽ ₩ • ●
Is your web page	mobile-friendly?
https://captainsmanorinn.com/	×
	ST
← → C	SEMRush - servic 📑 Patricia 🐲 Lavender Trail 🙌 http://www.hospit G 🗋 InsideOut Solution
← Mobile-Friendly Test	P # (
https://captainsmanorinn.com/	
Test results	
No loading issues VIEW DETAILS	Rendered page HTML SCREEN
Tested on: Mar 2, 2019 at 2:12 PM Page is mobile friendly This page is easy to use on a mobile device	For Reservations Please call direct (508) 388-7336
Additional resources	
Open site-wide mobile usability report	Welcome to The

### IS RESPONSIVE DESIGN MOBILE FRIENDLY?



### **Resizes Automatically to Fit All Platforms**

## **OTAs**?





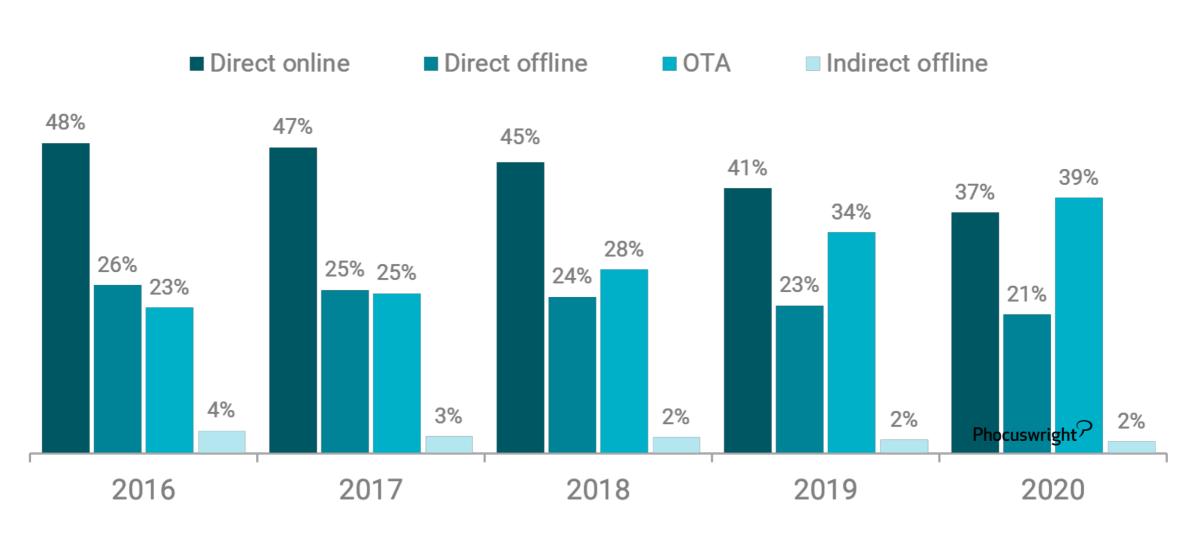
CarRentals.com CheapTickets Expedia.com HomeAway Hotels.com hotwire.com Orbitz Travelocity Trivago Venere.com





Booking.com Priceline.com Agoda.com Kayak.com Cheapflights Rentalcars.com Momondo OpenTable

89% of Booking Groups Bookings Come from Outside USA. Largest Travel Advertiser on Google Direct channels dominate the industry for now, but OTAs quickly gain ground, surpassing direct online and offline bookings by 2020.



U.S. B&B Channel Share, 2016 to 2020

Note: 2017-2020 projected.

Source: Phocuswright's B&Bs Unbound – The State of B&Bs in the U.S.

# Google is Competing with Us



Does this link take you to your website?

NO!!! This Book A Room Line Takes Visitors to Google's Version of Your Website They Want People to Book on OTAs and Not Directly With You!

### The Captain Jefferds Inn Website Directions Save 4.7 \*\*\*\* 30 Google reviews 4-star hotel **BOOK A ROOM** Address: 5 Pearl St, Kennebunkport, ME 04046 Phone: (207) 967-2311 Check availability 0 (Ads) ය 2 3 Sun, Mar 10 31 Mon, Mar 11 15% less than usual DEAL Booking.com Β. \$219 > 2 guests · Free Wi-Fi · Free breakfast

70%+ people asked, think they are booking with the property

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#### ← See all results The Captain Jefferds Inn DEAL \$219 4-star hotel 15% less than usual 5 Pearl St, Kennebunkport, ME 04046 • (207) 967-2311 🔇 Website Directions Book a room $4.7 \star \star \star \star \star$ Excellent | 30 reviews Elegant rooms & suites in a Federal-style B&B with free WiFi, a 3-course breakfast & afternoon tea. Check availability (Ads) 0 2 Mon, Mar 11 < > å Sun, Mar 10 Check in < > Check out

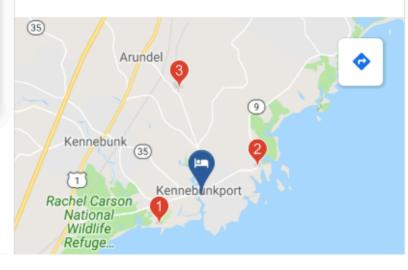
#### Location summary

3.4

Good

for visitors

Comprised of a former sea captain's house dating back to 1804 and an attached carriage house, this elegant Federal-style B&B is a 6-minute walk from Dock Square's boutique shops, galleries and restaurants and less than a mile from the beach.



## Revenue Management

- Revenue Management
   System
- Use Data and Predictive
   Analytics
- Work with Digital Marketers
- Take a Customer Centric
   Approach

Hospitality Facts

yield management was started by Airline companies after deregulation in 1970s while trying to sell the right seat to the right customer at the right price to maximize yield.



www.gracesoft.com

# **E-Commerce Tracking**

### Where You Get Your Income

- Website Tracking
- Reservation System should use google Universal Tracking
- <u>https://google.com/analytics/web</u>
- Results Show Where You Get Your Web Visitor
- DOES NOT Show OTA business



# **Google** Analytics

February 2018	March 2018 April 2018	May 2018 June 2018	July 2018 August 2018	September 2018 October 2018	November 2018	December 2018
Revenue	Ecommerce Conversion Rate	ransactions	Avg. Order Value			
\$400,711.86	0.81%	486	\$824.51			
a head and the second second and a second		Alla desette and the stands	at the month of the Property and a second			
Marketing						
Campaigns	Internal Pro	motion	Order Coupon Code	At	filiation	
2 Transactions	0 Impressio	ons	0 Transactions	4	86 Transactions	
\$3,158.00 Revenue			\$0.00 Revenue	\$	400,711.86 Revenue	
\$1,579.00 Avg. Order Value			\$0.00 Avg. Order Value	e \$	824.51 Avg. Order Value	5
Top Sellers		Product			Product Revenue	% Product Re
Product	•	<sup>1.</sup> Room 1			\$41,468.99	10.35%

Product Category (Enhanced Ecommerce)

Product Brand

1.	Room 1	\$41,468.99		10.35%
2.		\$36,380.02		9.08%
3.		\$29,929.01	I	7.47%
4.		\$26,550.00	I	6.63%
5.		\$24,843.99	I	6.20%
б.		\$24,826.01	I	6.20%
7.		\$24,332.98	I	6.07%
8.		\$24,116.00	I	6.02%
9.	Deem 40	\$23,887.00	I	5.96%
10.	Room 10	\$22,716.99	I	5.67%
			_	

# What Channel Brings Most Business and Conversions

Model Compari	son Tool					Jan 1, 201	8 - Dec 31, 2018 💌
Conversion Segments	Export - Save						🖘 💽 Insights(7)
Conversion: Type: All • All • • % of conversions: 1 Last Interact		conversion ③ Select model	Ŧ				
Primary Dimension: MCF C	Channel Grouping Default Channel Grouping	Source / Medium Source Me	edium Other T Channel G	roupings *			<b>Q</b> advanced
MCF Channel Grouping ③			Spend (for selected time range)	Last Interaction Conversions $\bigcirc$	Last Interaction CPA 💿	Last Interaction Conversion Value ⑦	Last Interaction ROAS ③
1. Direct			-	<b>334.00</b> (68.72%)	-	\$274,412.86 (68.48%)	-
2. Organic Search			-	112.00 (23.05%)	-	\$92,753.00 (23.15%)	-
3. (Other)			-	<b>21.00</b> (4.32%)	-	\$19,058.00 (4.76%)	-
4. Referral			-	<b>17.00</b> (3.50%)	-	\$13,352.00 (3.33%)	-
5. Email			-	<b>1.00</b> (0.21%)	-	\$598.00 (0.15%)	-
6. Social Network			-	<b>1.00</b> (0.21%)	-	\$538.00 (0.13%)	-
						Show rows: 10 💠 Go to	1 1-6 of 6 < >

# Here You Can See Where Your Traffic Comes From

Home	1. Direct									
Customization	 Jan 1, 2018 - Dec 31, 2018	22,752 (38.06%)	80.81%	18,386 (40.77%)	59.05%	2.50	00:02:12	1.14%	259 (53.29%)	\$204,268.86 (50.98%)
RTS	Jan 1, 2017 - Dec 31, 2017	17,195 (31.35%)			33.63%	3.17	00:02:36	1.22%	209 (46.04%)	\$173,212.00 (49.37%)
Real-Time	% Change	32.32%	3.63%		75.59%	-21.09%	-15.30%	-6.34%	23.92%	17.93%
	2. Organic Search						]	I		
Audience	 Jan 1, 2018 - Dec 31, 2018	<b>19,894</b> (33.28%)	68.16%	13,560 (30.07%)	44.42%	3.15	00:02:50	0.84%	167 (34.36%)	\$145,044.00 (36.20%)
Acquisition	Jan 1, 2017 - Dec 31, 2017	22,702 (41.39%)			42.57%	3.68	00:02:51	0.74%	167 (36.78%)	\$120,053.93 (34.22%)
Overview	% Change	-12.37%	-8.32%		4.34%	-14.45%	-1.09%	14.11%	0.00%	20.82%
<ul> <li>All Traffic</li> </ul>	3. Referral			L	I					
Channels	Jan 1, 2018 - Dec 31, 2018	<b>11,893</b> (19.89%)	82.62%	9,826 (21.79%)	50.45%	2.58	00:01:51	0.21%	<b>25</b> (5.14%)	\$21,224.00 (5.30%)
Treemaps	Jan 1, 2017 - Dec 31, 2017	<b>10,357</b> (18.88%)	72.79%	7,539 (18.58%)	40.80%	3.32	00:02:13	0.44%	46 (10.13%)	\$34,668.93 (9.88%)
Source/Medium	% Change	14.83%	13.50%	30.34%	23.64%	-22.45%	-16.96%	-52.67%	-45.65%	-38.78%
Referrals	4. (Other)			L		L			L	
▼ Google Ads	 Jan 1, 2018 - Dec 31, 2018	<b>4,054</b> (6.78%)	61.10%	<b>2,477</b> (5.49%)	37.03%	3.42	00:02:53	0.79%	<b>32</b> (6.58%)	\$26,479.00 (6.61%)
<ul> <li>Search Console</li> </ul>	Jan 1, 2017 - Dec 31, 2017	3,011 (5.49%)	54.87%	1,652 (4.07%)	23.02%	4.37	00:03:03	0.96%	<b>29</b> (6.39%)	\$21,333.00 (6.08%)
▼ Social	% Change	34.64%	11.36%	49.94%	60.87%	-21.71%	-5.68%	-18.04%	10.34%	24.12%
▼ Campaigns	5. Social							I		
	Jan 1, 2018 - Dec 31, 2018	<b>805</b> (1.35%)	75.53%	<b>608</b> (1.35%)	65.09%	2.07	00:01:19	0.12%	1 (0.21%)	\$538.00 (0.13%)
Behavior	Jan 1, 2017 - Dec 31, 2017	<b>792</b> (1.44%)	55.56%	<b>440</b> (1.08%)	53.66%	2.97	00:04:01	0.25%	2 (0.44%)	\$1,308.00 (0.37%)
Conversions	% Change	1.64%	35.95%	38.18%	21.30%	-30.30%	-67.35%	-50.81%	-50.00%	-58.87%
Discover	6. Email			<u>}</u>			1			
Admin	Jan 1, 2018 - Dec 31, 2018	<b>374</b> (0.63%)	60.70%	<b>227</b> (0.50%)	34.22%	3.04	00:02:22	0.53%	2 (0.41%)	\$3,158.00 (0.79%)
<	Jan 1, 2017 - Dec 31, 2017	<b>796</b> (1.45%)	83.29%	<b>663</b> (1.63%)	42.21%	3.19	00:02:25	0.13%	1 (0.22%)	🚖 Add All Keyword
	 1		7	4			-			

## 2017 VS 2018

	Ecommerce Overview 🥏				-	🔒 SAVE 🔟 EX	POF
e							
omization	All Users +0.00% Sessions		+ Add Segment			Jan <sup>2</sup> Comp	
-Time	Overview						
ence	Revenue 👻 VS. Ecommerce Con	version Rate 🔻 🛞					
uisition	Jan 1, 2018 - Dec 31, 2018:  Jan 1, 2017 - Dec 31, 2017:						
ivior			1				
versions	\$5,000.00	AN MANA	ALAM AL	A.A.A.A. Abanu A	M. M.		
oals	WAVILLIAN	MAANN	W WWW WWW	MUCHWIN HAM	Monthallarlas	malmanan	WC
commerce	February 2018	March 2018 April 2018	May 2018 June 2018	July 2018 Augu	st 2018 September 2018	October 2018 November 201	18
Overview	Revenue & Conversion Rate		Transactions				
Shopping Behavior	Revenue 14.21%	Ecommerce Conversion Rate -1.78%	Transactions 7.05%	Avg. Order Value 6.69%			
Checkout Behavior	\$400,711.86 vs \$350,844.86	0.81% vs 0.83%	486 vs 454	\$824.51 vs \$772.79			
Product Performance							
Sales	Marketing						
Performance Product List Performance	Campaigns 100.00% Transactions 2 vs 1		nal Promotion )% Impressions	Order Coupon ( 0.00% Trans 0 vs 0		Affiliation 7.05% Transaction 486 vs 454	1S
Marketing	1,073.98% Revenue \$3,158.00 vs \$269.00			0.00% Reven \$0.00 vs \$0.00	ue	<b>14.21%</b> Revenue \$400,711.86 vs \$350	
over	486.99% Avg. Order Value \$1,579.00 vs \$269.00			<b>0.00%</b> Avg. 0 \$0.00 vs \$0.00	order Value	6.69% Avg. Order \ \$824.51 vs \$772.79	
in	Top Sellers		Product			Product Re	ever

# Referral Traffic Where You Buy Refers vs ROI

			00001010	0		(7)	2	0	2	0	nerenae .
ome ustomization			13.89% 12,698 vs 11,149	14.82%	<b>30.77% </b>	23.16% 51.38% vs 41.72%	22.84% • 2.55 vs 3.30	<b>22.91% </b> 00:01:48 vs 00:02:21	<b>52.44%</b>	45.83% + 26 vs 48	<b>39.51%</b> • \$21,762.00 vs \$35,976.93
ustomization	_		11,149			41.72%					\$35,976.93
		<ol> <li>bedandbreakfast.com</li> </ol>									
eal-Time		Jan 1, 2018 - Dec 31, 2018	<b>3,373</b> (26.56%)	81.29%	2,742 (26.28%)	72.67%	1.55	00:00:54	0.06%	2 (7.69%)	\$1,096.00 (5.04%)
udience		Jan 1, 2017 - Dec 31, 2017	<b>2,727</b> (24.46%)	74.95%	<b>2,044</b> (25.62%)	60.58%	1.79	00:01:07	0.15%	4 (8.33%)	\$2,761.00 (7.67%)
		% Change	23.69%	8.46%	34.15%	19.95%	-13.71%	-19.91%	-59.58%	-50.00%	-60.30%
cquisition		2. innsalongthecoast.com									
Overview		Jan 1, 2018 - Dec 31, 2018	1,334 (10.51%)	88.76%	1,184 (11.35%)	13.27%	3.24	00:02:06	0.45%	<b>6</b> (23.08%)	\$6,058.00 (27.84%)
All Traffic		Jan 1, 2017 - Dec 31, 2017	<b>648</b> (5.81%)	84.57%	548 (6.87%)	30.09%	3.61	00:02:11	0.00%	0 (0.00%)	\$0.00 (0.00%)
Channels		% Change	105.86%	4.95%	116.06%	-55.91%	-10.12%	-3.81%	80%	<b>00</b> %	co%
Treemaps		3. visitnewengland.com									
Source/Medium		Jan 1, 2018 - Dec 31, 2018	<b>941</b> (7.41%)	89.69%	<b>844</b> (8.09%)	44.10%	2.96	00:02:06	0.11%	<b>1</b> (3.85%)	\$1,486.00 (6.83%)
Referrals		Jan 1, 2017 - Dec 31, 2017	<b>891</b> (7.99%)	89.45%	<b>797</b> (9.99%)	28.28%	3.87	00:02:18	0.11%	1 (2.08%)	\$957.00 (2.66%)
Google Ads		% Change	5.61%	0.27%	5.90%	55.93%	-23.44%	-8.39%	-5.31%	0.00%	55.28%
Search Console		4. newengland.com									
Social		Jan 1, 2018 - Dec 31, 2018	<b>719</b> (5.66%)	89.85%	<b>646</b> (6.19%)	38.80%	3.27	00:02:29	0.00%	<b>0</b> (0.00%)	\$0.00 (0.00%)
Campaigns		Jan 1, 2017 - Dec 31, 2017	<b>32</b> (0.29%)	96.88%	<b>31</b> (0.39%)	28.12%	4.56	00:03:16	0.00%	<b>0</b> (0.00%)	\$0.00 (0.00%)
		% Change	2,146.88%	-7.25%	1,983.87%	37.97%	-28.24%	-23.81%	0.00%	0.00%	0.00%
ehavior		5. distinctiveinns.com									
onversions		Jan 1, 2018 - Dec 31, 2018	<b>669</b> (5.27%)	80.87%	<b>541</b> (5.18%)	37.82%	3.48	00:02:50	0.30%	<b>2</b> (7.69%)	<b>\$1,488.00</b> (6.84%)
iscover		Jan 1, 2017 - Dec 31, 2017	<b>709</b> (6.36%)	86.88%	616 (7.72%)	31.59%	4.01	00:02:53	0.28%	<b>2</b> (4.17%)	\$2,670.93 (7.42%)
dmin		% Change	-5.64%	-6.92%	-12.18%	19.70%	-13.19%	-1.72%	5.98%	0.00%	-44.29%

## PPC Pay-Per-Click

Marketing



# PPC Campaign

- Do Not Recommend You Do this on Your Own
- Use Your Digital Marketing Consultant to Buy and Place Your Adwords Campaign.
- Minimum Recommendation \$300 per month or \$10 per day
- Easy Way To Waste Money if Not Schooled on Adwords
- Free Tool For DIY



Keywords Everywhere - Keyword Tool

Offered by: https://keywordseverywhere.com



Thank You, Thank You! For Coming to My Session

Patricia McCauley InsideOut Solutions Inc 1271 Three Crabs Rd Sequim, WA <u>pat@insideout.com</u> <u>insideout.com</u>

Thank you for learning with us! Please complete your evaluation and hand it to the room host before leaving the room!