#### Not Your GrandDad (or Dads) Marketing

Rachel Cutrer



## TIFFANY&CO.















Credit: Ingram Angus



Credit: BR Cutrer



#### Hi, I'm Rachel











Cattle Bred by My Husband And I





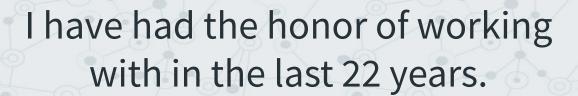




Some of the over

## 2500 brands















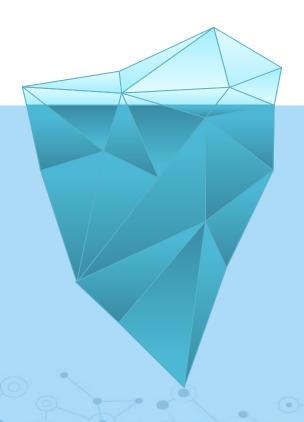




## It Was Like I'd Spent the Last 20 Years Preparing For This...

#### What we **DIDN'T** have:

- A name
- A brand
- A logo
- A time / fore warning to plan
- A transitional period
- Any social media (ZERO)



#### What we **DID** have:

- The ability to prioritize and make a plan
- The drive to be successful
- The Ranch House team
- Mental fortitude
- Experience
- A great network of friends
- Our faith

Oh, and we had

# 30 days

Until we also needed to host an online sale, sell our spring born heifers, and host a field day.

## **Building a Brand is** Like Building a Set of Working Pens...

#### What Kind Of Pens Do You Have?



#### Old Set of Pens Still Works Great

A brand that's been around for decades, has a great brand presence, and your role is simply to maintain it.



Pens Already Built, Needs Some Improvements

You have a brand, but it's been a while since it's been updated, or you've tried something new.



New Pens You're Building

You have a new brand, or first generation business that you're building from the ground up.

#### It's Also Going to Take Work...

"One of the hardest days we've worked in years..." just happened today, pouring concrete for a new set of ... See More



Building your brand is going to be challenging. It's going to require constant work.

But it's going to be so worth it.



# There's room for improvement in every brand... no matter how old or new your business is.

So let's talk about 5 steps to build or improve your current brand.

Building a Brand Step 1.

# Have a Brand Worth Talking About



Who Can **Share a Story** Worth **Talking About On** These **Brands?** 









## What Makes People Think Favorably of a Brand?

#### Your Cattle

a. Quality / Guarantees

#### Social Responsibility

- b. Supports good causes
- c. Civic / industry involvement
- d. Environmental sustainability / animal welfare

#### **Emotional Appeal**

- e. People with integrity and values
  - Easy to work with

#### Workplace Quality

 Good place to work / good employees

#### **Financial Performance**

- b. Sale prices / averages / value
- c. Years in business / customer success

#### Vision and Leadership

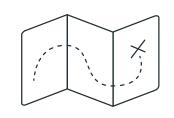
(Past / present / future)

2.

#### What Is Your Brand Focus?



**People Driven** 



The goal is to be a little of both.



**Product Driven** 

Focused on a person and their connections / image / reputation. Example: "A 5th generation Kansas Angus Ranch"

Focused on the quality of the product. Example: Breeding High Performance Angus Cattle Building a Brand Step 2.

**Target Your Tribe of People Who Actually Care About** Your Product.

Most people think "everyone is my customer." Truth is - everyone isn't. And that's okay.

#### BUILD PERSONAS

Semi-fictional representation of your ideal customer.

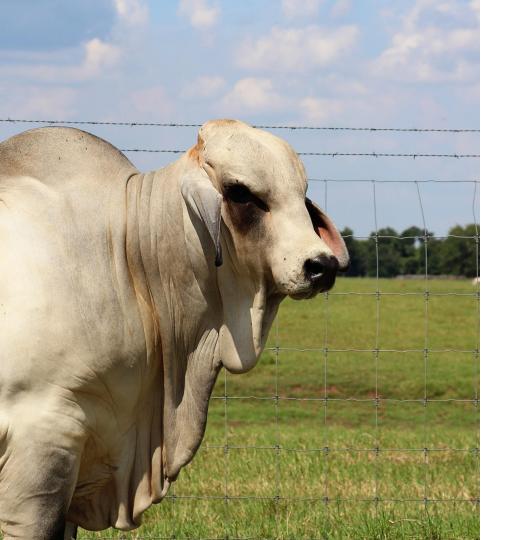
- Demographics
- Behavior patterns
- What motivates them?
- What are their goals?

The more detailed, the better!



#### **Defining My Core Customer**

	Amount Spent	Location	Age	Lifestyle	Other Interests
1.	\$341,160.00	Houston Area	40s	Family	Beach, Vacation
2.	\$242,500.00	New Mexico	50s	Family	Baseball, Sports
3.	\$200,500.00	North Texas	60s	Single	Hereford Cattle
4.	\$157,750.00	South Texas	40s	Family	Church activities
5.	\$131,506.40	North Texas	40s	Family	Sports
6	\$128,430.00	Thailand	30s	Single	Very private
7.	\$113,500.00	New Mexico	50s	Family	Land, Outdoors
8.	\$108,297.70	Alabama	30s	Family	Sports
9.	\$107,500.00	Houston Area	50s	Single	Outdoors, Hunting
10.	\$94,135.00	Arkansas	Youth	Family	Dance, Sports



### **Most Ranches Have**One to Four Personas

So how's the best way to reach them?

It's different for each business.

-If your target persona is a local bull buyer within 50 miles of your ranch, who comes to your bull sale every year, how do you reach him?

-If your target persona is a 4-H member looking for a show heifer, how do you reach him (or his parents?)



## Who's Tribe Are YOU In?

Be in other's tribes and support their brand! We are all in this together and there is plenty of room for everyone to be a success.

Building a Brand Step 3.

Tell The Story / **Share the Message** that Connects With Your Tribe.





## IS YOUR CONTENT ACCURATE FOR YOUR BRAND & BRAND MESSAGE.



- 5th generation Texas ranchers.
   Heritage is important.
- Raise quality seedstock Hereford cattle.
- Love sharing their way of life and day to day operations.
- 4. Have bulls for sale private treaty.

#### What Can You Tell Us About This Operation ?









## Bring your brand to life.





BE TRANSPARENT.

Show your values.





BE REAL.

Make a human connection.



## What People Want to See from Ranches

- 73% of social media users want to see pictures about real life.
- 70% said they like to see what you have for sale
- 60% like to see industry breaking news

## What People Don't Want to See from Ranches

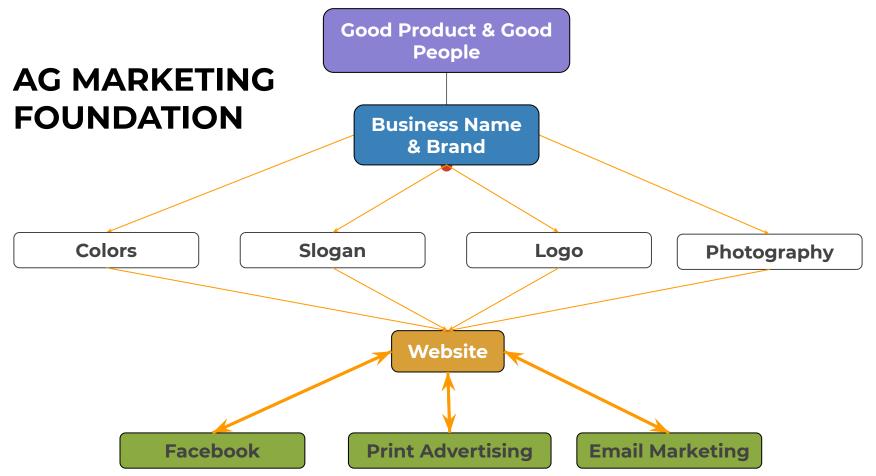
- Only 21% like to see travel pictures
- Only 17% like to see recipes
- Only 11% like to see home decor or fashion











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## Tip: Build Your Brand in a Very Intentional Way

"If the CEO of HEB saw this would he want to carry our beef?

"Talk like you're talking to the CEO of HEB....





TIP: Don't be afraid to change on the fly until you get things the way you want.









## CUTRER

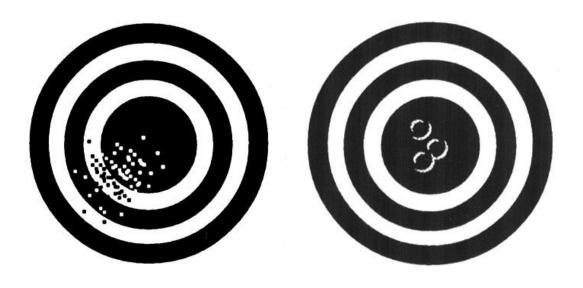
INCORPORATED

AMERICAN BRAHMAN EXCELLENCE

## While Marketing is Very Creative, Marketing is Also Very Strategic.

You set goals for your production metrics in your ranch - you should also set marketing and sales metrics.

- Social media goals
- Sales inquiry / web form goals
- Email subscriber goals
- Website analytic goals
- Effect of print ads on Facebook / website hits



## SHOTGUN VS RIFLE

## TIP: FIND YOUR NICHE

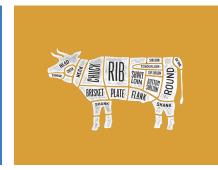
- Rifle approach > Shotgun when it comes to marketing
- Narrow market = fewer competitors
- Focus on your strengths, then growth
- Remember the "Law of Duality"

40

## DEFINE YOUR MARKET IN AT LEAST 4 WORDS









#### Farm-to-table

Invite customers out to the ranch. Farm-to-table dinner events.

#### Wagyu

Wagyu is the herd foundation.
Crossed up to 1/4
Angus.

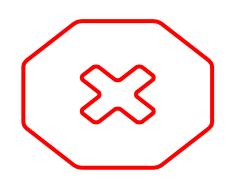
#### **Freezer Beef**

Only selling by ½ and whole beef.
Retail cuts are not the focus.

#### North Alabama

Birmingham, Huntsville, and surrounding communities.

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"I want to be the #1 site on Google for Cattle."



"I want to be the #1 site on Google for farm to table Wagyu beef in North Alabama."

## How much does it cost to build a brand?

Are you starting up?
Or have you been in business a while?

A new business is going to have 1-2 years of **"Brand Investment Years".** 

- Developing your branding foundations (logo, website)
- Growing Facebook page
- Building your name recognition.
- Establishing client base





Your initial investment is going to be at least \$5000.

Your advertising budget should include 1 to 3% of your gross sales.



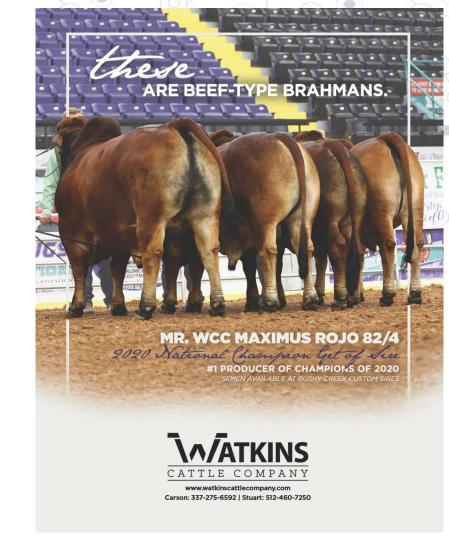
### BR CUTRER MARKETING

- Monthly Ad in The Brahman Journal Back Cover
- Additional ads in The Brahman Journal -Centerfolds when available (approx 6)
- Excellent Website, updated weekly
- Two 40+ page sale catalogs
- One 100 page herd reference guide
- American Rancher Episode
- Excellent Facebook, daily posts
- Excellent Instagram, daily posts
- Billboards
- Trade Shows
- Industry Consultants
- Lots of merchandise like caps / t shirts
- Full time customer service / staff



## WATKINS CATTLE COMPANY

- Travel (both in the USA and international)
  - Visiting ranches, shows, sales
- Seasonal Ad in The Brahman Journal as needed (before/after shows, sales)
- No "Ranch" instagram, done through Stuart's instagram (Personal contacts, quality over quantity)
  - Their best outlet
- Status Website, but not updated
- Digital sale catalog (emailed, not printed)
- Email blasts
- Facebook, updated weekly, with targeted marketing to specific countries in their demographic.
- Personal contacts and strong customer service





## Digital is Now First.



Research is online.



Shopping is online.



#### **NEW CUSTOMERS**

New customers tend to shop online more, and research more..



#### **LOCATION IS IMPORTANT**

New customers are re-focusing to local and domestic buying.



#### **BRAND LOYALTY IS GONE**

New customers don't have brand loyalty and jump from brand to brand.

## Social Media Also Makes The World Your Stage.



59% People On Facebook



54% of People Use WhatsApp



45% On Instagram



70% Watch Videos On You Tube







9%

## The Two Outlets I Recommend:



Low Cost Option: Personal shares, friends sharing



Low Cost Option: Hashtags, Location

## How often should you post on Facebook?

Depends on your audience:

Pull up your Facebook page and see how many followers you have....

- Less than 1k followers = 1 to 3 posts / week
- 1k to 10k followers = 3 to 7 posts / week
- 10k or more followers = 5 to 12 posts / week

52 to 156 content ideas

156 to 365 content ideas

260 to 624 content ideas

















Love

Hah

Ya

Wow

Sad

Angry

# How often should you post on Instagram?

For business pages, it's recommended to post one to three times a day on your feed or your story.

However, the key to keeping your engagement rates up is to be consistent.

So, if you only post 4 times one week, don't post 30 times the next as your engagement will go way down.







## MEASURE YOUR BRAND SUCCESS



#### **SALES FIGURES**

Track your average sales prices.

Track # of items sold

Track conversion rate

Track inquiries.



## WEBSITE ANALYTICS

Are you tracking website hits?
Do you notice a spike when you post a blog or Facebook post?
What keywords are people using to find you?



#### FACEBOOK ANALYTICS

Does your Facebook demographics match your desired personas? If yes, great! If no, adjust. Are you missing any personas?







The Secret is in the PEOPLE.
The Secret is in YOU.

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