## **Chris Fox**

Social Media and Digital Marketing for Retailers

# The new digital world



### Pokémon Go



- £150 million in revenue
- 100 million downloads
- 78% of players ages 18 34

# This Man!



## Donald J. Trump





## Donald J. Trump





### **Fake News**



# Porgs



## Facebook News Feed Update



# **Greeting Cards – Yay!**





### Wishes of Cudworth





#### Greeting Cards and Gifts including:

Village Candle, Best Kept Secrets candles, bath cosmetics, bath bombs, bath marbles, gift sets, foil helium balloons, gift bags, banners, scarves, Angels and many, many more!

254D Barnsley Road, Cudworth, BARNSLEY S72 8SS

www.wishesofcudworth.co.uk

www.facebook.com/wishesofcudworth



254D Barnsley Road Cudworth, BARNSLEY S72 8S www.wishesofcudworth.co.uk www.facebook.com/wishesofcudworth

# Cudworth

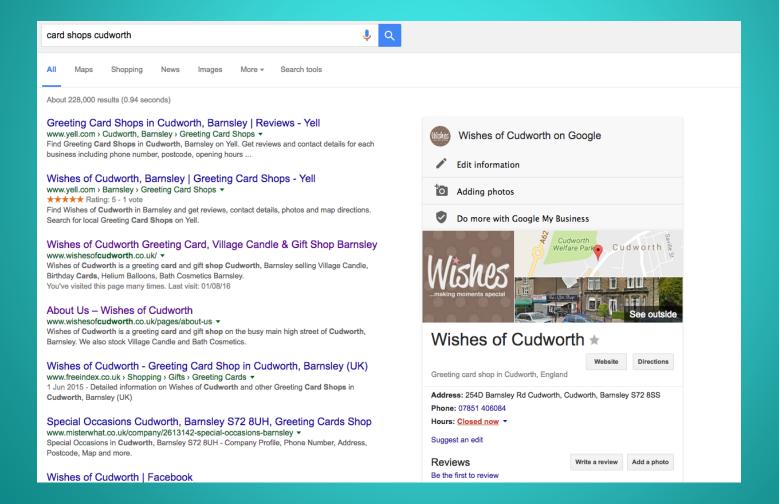


### Cudworth

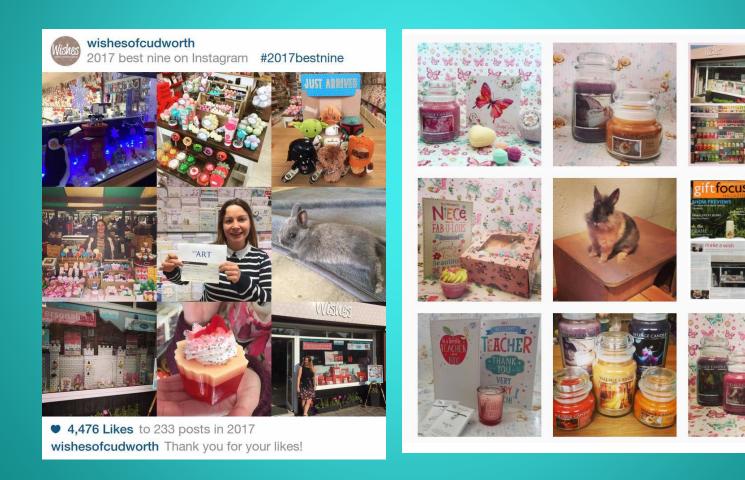


- Who are your customers?
- What are your areas values?
- Who are your neighbours?

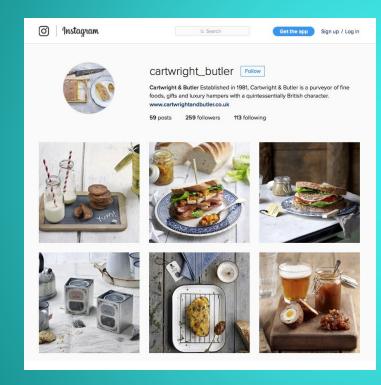
## Google your area

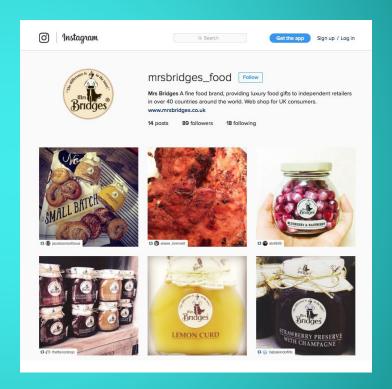


# Social Media: Instagram



# Social Media: Instagram





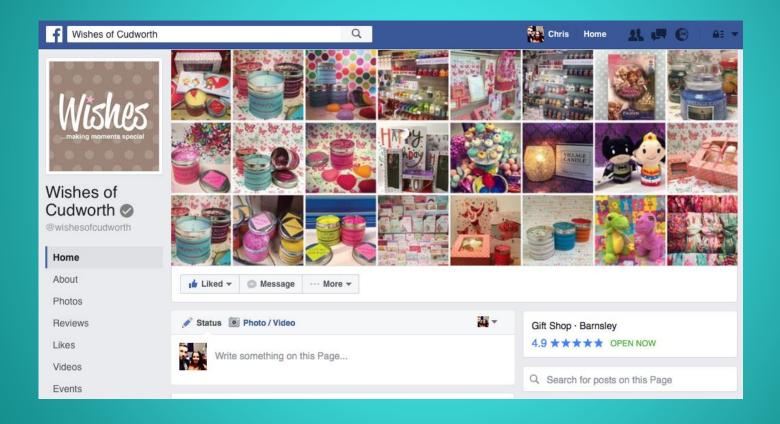
### **Social Media: Twitter**



## **Twitter: Networking**



## Social Media: Facebook page



# **Photography**





# **Photography**





# Giveaways





### Research



Your Fans	City	Your Fans	Language	Your Fans
4,786	Barnsley, England, Unit	2,786	English (UK)	3,249
45	Sheffield, England, Unit	267	English (US)	1,663
20	London, England, Unite	181	Polish	8
8	Doncaster, England, Un	115	Italian	7
7	Rotherham, England, U	98	Spanish	4
7	Leeds, England, United	68	Czech	4
6	Wakefield, England, Un	52	German	3
5	Chesterfield, England,	50	Romanian	3
5	Hemsworth, England, U	40	French (France)	3
	45 20 8 7 7 6 5	4,786 Barnsley, England, Unit Sheffield, England, Unit  20 London, England, Unite  8 Doncaster, England, Un  7 Rotherham, England, U  7 Leeds, England, United  6 Wakefield, England, Un  5 Chesterfield, England,	4,786  Barnsley, England, Unit  2,786  45  Sheffield, England, Unit  267  20  London, England, Unite  181  Boncaster, England, Un  115  Rotherham, England, U  98  Leeds, England, United  68  Wakefield, England, Un  52  Chesterfield, England,  50	4,786 Barnsley, England, Unit 2,786 English (UK)  45 Sheffield, England, Unit 267 English (US)  20 London, England, Unite 181 Polish  Doncaster, England, Un 115 Italian  7 Rotherham, England, U 98 Spanish  7 Leeds, England, United 68 Czech  6 Wakefield, England, Un 52 German  5 Chesterfield, England, 50 Romanian

# **Window Displays**





# Make the photography about you





# You are your shop





## Make the photography about you

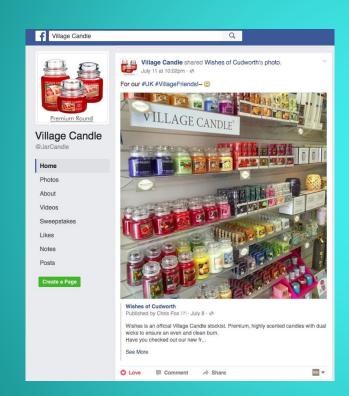




# You and your customers



## Working with your suppliers





### **Videos**

Contact Us & FAQ Find Us Reviews **f ⊚ y ⊠** 

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HOME VISITUS CARDS & GIFTS V CARDS & GIFTS OF THE MONTH GIFT SHOP HUB BLOG CONTACT

VISIT CUDWORTH



























#### LATEST POSTS

#### CARDS & GIFTS OF THE MONTH



January 2018: Julia shows how our wonderful Magic Butterflies work. A great surprise to add to any card.

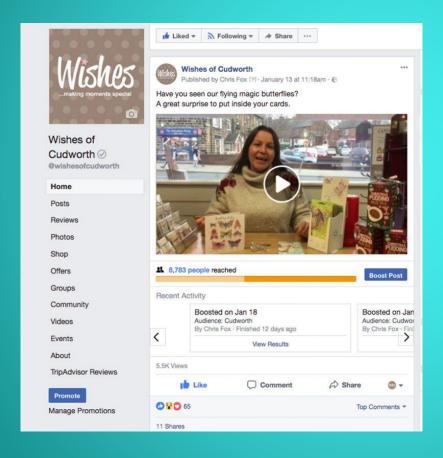
#### **ABOUT WISHES**

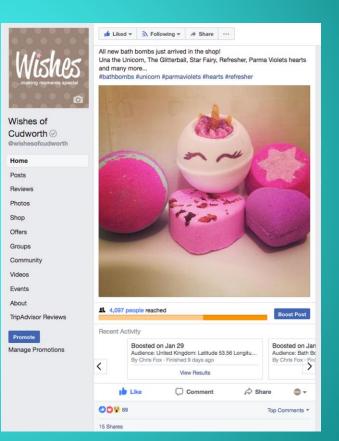
Wishes of Cudworth is a greeting card and gift shop on the busy main high street of Cudworth, Barnsley. Offering a wide range of quality and affordable cards, candles and gifts for every special occasion.

#### ABOUT GIFT SHOP HUB

Gift Shop Hub is a friendly resource centre for independent shops, small businesses and artists. Offering advice and tips on how best to use online marketing to promote your business. From social media to blogging, website design to the latest events we have great features wrote by people just like you.

### **Boost Post**











Q HOME ABOUTUS VILLAGE CANDLE PERSONALISED GIFTS ONLINE SHOP RANGES & SEASONS BLOG



UNCATEGORIZED

#### Is Print Dead?

POSTED ON JANUARY 14, 2017 BY WISHES



This article was originally published in Greetings Today Magazine by the retailer Wishes of Cudworth, therefore the intro won't make a whole lot of sense if you're reading this on www.wishesofcudworth.co.uk and not in the magazine (we did consider editing the offending introduction but decided to leave it be, as we feel it gives some nice background detail to [...]

#### **ABOUT**

Wishes of Cudworth is a greeting card and gift shop on the busy main high street of Cudworth, Barnsley. Offering a wide range of quality and affordable cards, candles and gifts for every special occasion.

#### LATEST POSTS

Is Print Dead?

The Last Gary

03 Oct

Congratulations on your Divorce

Spreading Happiness By Sending Cards

Shop of the Month

RECENT COMMENTS

CATEGORIES

#### **Promotions**

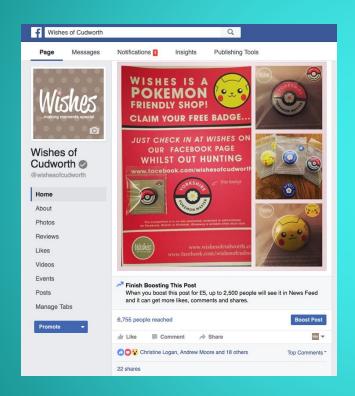
- Leaflets for a selection of our products.
- Gift tags for our Best Kept Secrets wax melts
- Round stickers for kids
- Thank you cards to slip into purchases.
- Hand screen printed bags.
- All this feeds back into our online marketing

## **Promotions**





## **Guerilla marketing**





# **Pop Culture**



## **Events**





## Community





### **CBCT**



Working with the community to create a better Cudworth

#### Thursday 25th January 2018 6.00pm - 7.00pm

Join us for our next meeting at: Bow Street Council Office (Berneslai Homes at the top of the CO-OP car park)

The meeting agenda will include:

• 2017 Mini Review and Update • Review and feedback on last years projects

#### · 2018 Projects ·

Cudworth Bunny Trail - Sign up your shop/business

Cudworth website

This year's events

Principal Town Project

Open forum - Feedback, ideas and suggestions welcome (Community links, events and promotions)

CBCT Fund-raising Ideas

If you're a retailer, business owner, local school/club leader or would just like to volunteer to help build a better Cudworth please join us at our next meeting.

# Traders already dreaming of a bright Christmas

#### By Josh Timlin

THE festive period may just have ended but businesses in Cudworth are already turning their attentions to next Christmas.

Cudworth Businesses and
Community Together, which was
formed to make improvements to the
village in a bid to entite more shoppers into the village's centre, has set
its sights on fundraising throughout
the year in order to fund replacement
Christmas lights, another Christmas
market and incentivised schemes for
shoppers.

The village was set to go without decorations for the first time in 30 years last month when Barnsley Council said the current ones were too dim to use - until a backlash from businesses and shoppers forced them to perform a U-turn.

But 2017 was their last year and now replacements, which councillors said would cost around £12,000, will have to be found. Collection boxes are being distributed to businesses in the village centre along Barnsley Road, with the first ones appearing at Wishes, Laki's Fish Bar and the Co-op this week.

Chris Fox, chairman of the group, said: "More boxes will be dropped off in the coming weeks but the ball is already rolling. The Christmas market was a big success, especially given it was our first attempt at one, so we definitely want this to return in 2018 as it increases footfall in the centre of the village."

The group's first event, dubbed the Bunny Trall', tasked local kids with finding bunnies in each of the nine shops involved – Katie Newsam Fashion, Poppy's Florist, Wishes, Deacon's Superdec, Infinity Jewellers, BARC, Buttercup Florist, Four Seasons and the Co-op—and when all were found, they received a bag full of treats for their investigative skills. "This is another project which will

This is another project which will return as it encourages youngsters to stop off at multiple shops," Chris added. "There's so much we can do, all which help to make Cudworth a better place to trade and visit. Linking shopes together and having shoppers involved is what it's all about.

"We will be creating a Facebook page to promote what the group is doing and that will feature all the goings-on in Cudworth, as well as our own website which will have details about the businesses.

"We will be discussing all these matters at our next meeting, which is open to everyone. The association is for both shoppers and businesses, as ultimately they are the ones who choose to visit Cudworth so their opinions are essential."

The meeting is on January 25 at the council's offices on Bow Street at 6pm.



PREPARING EARLY: Chris Fox with the collection boxes shoppers will see in Cudworth.

PD084488

## **Bunny Trail - 2017**





## **Bunny Trail - 2017**





### **Bunny Trail – Local Press**



**BUNNY HUNT: Julia Keeling of Wishes Cards. PD083179** 

## Bunny Trail is now underway

#### By Nick Ward

ITS rabbit season — the Cudworth Bunny Trail is underway.

The trail has seen nine traders in High Street all team up to set local children a challenge — Katie Newsam Fashion, Poppy's Florist, Wishes Cards, Deacon's Superdec, Infinity Jewellers, Barc, Buttercup Florist, Four Seasons and the Co-op. Each of the traders has hidden a brightly coloured bunny in their shop.

For every one the kids find they get a sticker. When they have found them all the kids can call into Wishes to pick up a treat bag.

Call into any of the nine shops or log onto cudworthbunnytrail.co.uk to pick up a map which will help.

### **Reta Award**



### **Reta Award**





## Bunny Trail – 2018





## Bunny Trail – 2018





## Bunny Trail – 2018





### **Local Press 2018**

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NOMINATION: Julia Keeling, the owner of greeting card shop Wishes of Cudworth, has been nominated for a national Reta Award. The business is down to the final six shops in the awards, which the Cudworth 'bunny trail', which brought together nine other shops in the village centre and tasked local kids with finding decorative bunnies in each before prizes were handed out.

A new Dawn in more ways than and

## **Christmas Fair**





### Christmas Fair - Local Press

#### **Christmas market to put village on festive map**

#### By Josh Timlin

A CHRISTMAS market is on its way to Cudworth - thanks to a new business association which is trying to boost the village as an out-of-town shopping loca-

The village's first festivethemed market will take place on November 25 from 11am and be in the Co-op's car park on Barnsley Road.

The brainchild of Cudworth **Businesses and Community** Together, a newly-formed group of businesses leaders and shoppers, it is hoped the event will pull in more visitors and become an annual pre-Christmas gathering.

Chairman Chris Fox said:

"The fair will be free to enter and a Santa's grotto will be its main feature, although there will also be stalls selling a variety of Christmas-related produce such as crafts and food.

"We are already working with local schools, retailers and independent businesses in Cudworth, plus Barnsley Council, to bring some festive cheer to the village.

"The group is gathering pace and we are meeting every month, but we really could do with more people to get involved as we want to make it as much of a success as we can.

"We haven't been formed long but it shows what can be achieved if we come together. It all helps to make Cudworth a

better place to trade and visit. so it's about linking shops together and having everyone involved going forward.

"The whole day will centre around the village as a shopping destination and encourage people to stay and shop local."

He said the group's next meeting is at the council offices on Bow Street on Thursday at 6pm and encouraged any business owner or resident who hasn't already to get involved.

Coun Charlie Wraith, who has been providing assistance to the group at the monthly meetings, hailed the event as a positive for Cudworth.

"It's a brilliant idea and something I hope residents will get fully behind," he said, "It's

being held in the Co-op's top car park on a Saturday so I really think it will be a big suc-

"Cudworth has a great centre already so we do have a head start in that respect as it's wellused and popular. There is room for improvement though so the group is keen on hearing everyone's ideas for future events and obviously the more people that's involved, the better it'll be.

"We've had a bit of negativity in the centre recently with yobs and litter but this can only be a good thing for Cudworth. We have a group here who are trying to make the village better for everyone who visits and they have my full support."

#### Sponsored by Tyke Racing



#### FRIDAY



#### SATURDAY

Cloudy and mild 19



#### SUNDAY

Pleasant and dry 19





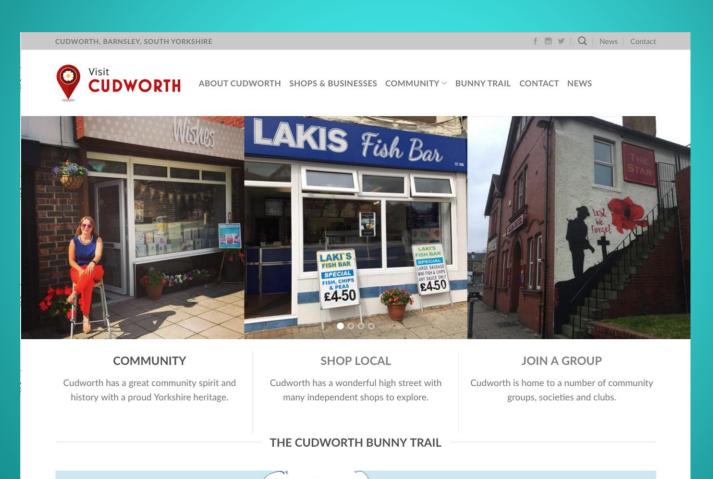


BARNSLEY CHRONICLE

## **Cudworth Christmas Lights**



### **Cudworth Website/Brand**



## Cudworth Village Facebook Page







THE INTERNET IS A WONDERFUL TOOL BUT CAN BE SCARY IF YOU DON'T KNOW HOW TO MAKE THE BEST USE OF IT. IN THIS NEW SERIES OF ARTICLES CHRIS FOX. FROM WISHES OF CUDWORTH. AND CHERRY ORCHARD PUBLISHING'S HELEN PALLEN AIM TO PASS ON ALL THE ONLINE TIPS THEY'VE LEARNED SO FAR TO HELP INDEPENDENT RETAILERS BOOST THEIR

BRICKS AND MORTAR BUSINESS IN THE DIGITAL AGE.

# Join the community

Working

together means

a constant flow

of fresh ideas

and feedback

T CAN be lonely being an independent shop owner. It's hard not to feel isolated and worry that you aren't doing everything you can to promote your shop.

As I write this the UK is under water, day two of a continuous downpour which, unless you re a duck, might make you want to close your curtains and stay in bed – not good for the High Street at all.

We don't expect sun in November and December, but we'd rather people don't need a boat to get to the shop. Don't worry this article isn't going to be all doom and gloom. I'm breaking out the sanshine and getting to the end

of the rainbow stuff scon.

The amazing thing about owning a shop is that you have a wealth of suppliers, community projects, magazines like Greetings Today, campaigns such as Small Business Saturday, blogs and Facebook pages groups out there ready to help and made you feel part of something Business.

First let's start with your suppliers a simple step is to engage with them on Facebook and Twetter. Like their posts and new product updates, plus adding a rice comment goes a long way. Tag suppliers into your daily Facebook posts when you feature their products, direct tweet them and loosefull; they will return the favour.

When Village Candle reached out to their stockests for ideas of what to feature on their Facebook page, Wishes suggested a theme of "The perfect candle for each room your house" which they used as a future

Working together means a constant flow of fresh ideas and Feedback, allowing your suppliers to create content that is relevant to your shop. Those like Cherry Orthard over there to our right (Ht. Helen, waves) are a constant source of promotional diesa, and it really helps to have sourcome to beauce off when thinking of clever ways to market your

Here at Wishes we've recently installed a new personalised gift and card service from Creation Express and they came up with the dever idea of creating a Facebook Group for their stockists. This ensures not only that their retailers see their latest products and offers but the group also acts as support network for members.

If you have as problem with making one of the gifts on the machine their you can quickly whitze a question to the group and someone will come to the rescue. You also get tips and ideas from the group about future products or time-

Wishes missed a trick in not creating our own group when we first started out (not that we might one day start one). I know a fellow shop owner who has a group for her business and posts a monthly virtual newsletter, with seasonal product lines and upcoming events. Teaming up with a local charity will above roan anumally beneficial buzz for both of you. For this Christmas period, Wishes have teamed up with the Barneley Shee Box appeal by becoming a throot point. As well as supporting a local good cause, it also helps keep our shop in people's minds and Fuechook, page feed.

We had 50 shares of one post on Facebook featuring the campaign, which is great for the charity (and us, if we're honcet). While a cynic might say this is piggy backing on the charity goodwill it really is a win, win for exeryone, especially if you can get the local press involved.

To expand your ordine reach you could collaborate with a blogger—we've receasily teamed up with wow, jensicemma coulk to commission a review of one our Bath Gill Stet. As well as receiving some professional content and photography (it was seeing an incredible photos of a Bath, Bubble & Beyond that bomb that first helped me discover Jennie) we'll also get coverage on her social media too.

Featuring on a blog will help your SEO and backlinks, which will improve your Google search ranking. I've recently set up my own blog too (quick plug www.girhoophultco.uk) as a spin-off of this column so please check it out for even more tips and features.

Of course, what everyone always wants to know as, how does all this help you get customers through your shop door? Well, every business

wants people talking about them and their products so all these collaborations will help expand your reach beyond your own social media.

Sure you'll connect with some people outside of your area but it's a small world, which is getting smaller every day and you can also look into a delivery service for your more distant fans.

For any broiness to grow you have to keep looking for new ways to introduce yourself to a new audience. What better way than a recommendation from an established fellow business? It also helps to keep you connected with the audioxty, latest trends and incentives.

Don't underestimate the feel good factor of this all either. It's inspiring to talk to other retailers, to swap ideas and refresh your creative

It's hard out there for us indies so let's stick together and support each other and the cext time you look outside of your window at a cold, misorable day you'll be secure in the knowledge that you're not alone—we'll come and pick you up on our new openfloat south—

by the Internet and could meetle, and Charty Coolers's Maken Pallon Long at the learn from a publishers' viscounts.

Pataliar Claim Part rang Whites Cif Carloweth with period data Westing and has instruct how to later adventages of the copyoritation effects



We like to keep in touch, and see what's happening

> Keeping in touch – computers, phones and face to face

Being social isn't new

T'S INTERESTING that, in this digital age, the term 'social networking' is very much considered to mean online, instantly bringing certain networking sites to mind.

For some, the mere mention of the social networking will lead to a miling of the eyes, into and tales of how much constant scrolling is undertaken by families, friends or colleagues.

But is there really anything new about the idea of social networking – isn't it just a new strand to the way we've abways does thinge? Even as far back as Anglo Saxous, enjoying their storytelling nights, without being able to read or write, but coming together as friends, families and neighbours to share stories, music and skies.

No matter what period of history you look at or what medium you use - voice, TV, computer, book - it's true than on man is an island and we all turn to others when we need belp, advice, edication, confirm up inst good company.

advice, educations, control or just good company. Isn't it really why we go to the shops to buy greetings cards when we want to show our affection in a langible way?

The first fling you want to do when a joke makes you laugh is that you want to re-tell it. Today's technology might coin this as 'going viral' but all those playground songs we learned as children or the 'old jokes are the best' cliche is because we've all been 'sharing' for as long as we can remember.

as we can remember.

So (warring back at Chris) as suppliers, we like to keep in touch with our customers and see what's happening out there in the retail world.

Many of our customer service calls are not to arrange orders or sides calls, just simple caseb-up sessions. If we bear a shop has an anniversary or celebration to mark or if there's bud news with adverse weather or another hindrance affecting the business, we'll pick up the phone and set if we can help.

Whether through magazines like firectings Today, award corromoties, taske shows, or our own sales manages, we're all mentic up face to face, in print, by selectione or by just pressing a upick 'like' or 'share' batton to foster an inhibity community that leads moral support to one another and to other fundamising events supporting worthwhile causes, such as the Cardignius chairly challenges, our own Cherry Orchard support for the Wellschild chairty, or, a quick whip round for restaleves affected by floods.

And our rather charty nature means we get some very exciting calls into our office, that start great new ideas bouncing around.

We're always ready to listen to feedback and suggestions, your call can filter its way through to boundrooms where we'll pool our talent to pursue new ideas or make sure we put right any tincurps.

So why nor stay in touch with us at Cherryorchardp on our Facebook and Twitter pages to find out what we're getting up to and, in the meastime, enjoy that special tuse over Christmas and the New Year with those closest to you and look forward to a great year alread.

- Helen Pallen

www.facebook.com/greetingstodaymag @greetingstoday

## Wishes of Cudworth



