



Advance Praise for Facebook Marketing: An Hour a Day

Not only does FBMHD provide a practical framework for Facebook marketing, but it also offers a 360-degree perspective on how social media connects with a cross-section of marketing disciplines. By reading and using FBMHD, social-savvy marketers gain the strategies, tactics, and tools to cross the chasm from a hope-it-works community to a well-performing channel for marketing and communications.

—Adam Weinroth, VP of Strategic Marketing, Demand Media

Facebook is a powerful new marketing platform and thanks to this book it, just got a whole lot easier to understand and tap.

-JOHN JANTSCH, author of The Referral Engine

This is the only book that walks you through every step of creating, implementing, measuring, and optimizing a successful strategy for engaging on Facebook. Featuring proven strategies and techniques, this approachable guide walks the walk. It shows marketers at all levels how to roll up their sleeves, jump in, and get winning results quickly.

-Brian Goldfarb, director, Microsoft

The best marketing engages buyers with valuable information at the precise moment they are receptive. That's why my chiropractor shares video exercises with me on Facebook! And it's darned effective, too. If you want to learn how to tap the communications tool of choice for hundreds of millions of people around the world, study Facebook Marketing. The real-world examples from organizations of all kinds are especially valuable for those who still need to be convinced (like your boss).

-David Meerman Scott, bestselling author of *The New Rules of Marketing & PR*, now published in 24 languages

Even though (or perhaps because) it's transforming the way businesses interact with customers and prospects, Facebook is often confusing and counterintuitive. Not anymore. Chris and Mari have created the Holy Grail, a book where nearly every page is worthy of an underline, highlight, or dog ear. With some companies posting to Facebook twice a month, and others posting banalities four times daily, the content strategy guidelines along make this book indispensable. Buy two copies—heep one for yourself and mail one to a company whose unfocused Facebook approach drives you crazy.

Aari inith nuice who are THE go to spect he are high was flocked to Facebook, realizing how powerful this channel is for business. Mari, teamed up with Facebook analytics expert Chris Treadaway, have created an absolute masterpiece! Facebook

Marketing: An Hour a Day is long overdue, and every reader is lucky to have this book at their fingertips so they can tap into the mind of these pioneers and accelerate their success on Facebook by applying these tips. If you want to know exactly how to position yourself as the go-to expert among the millions of users on Facebook and drive droves of paying clients to your website, you must get a copy of this book!

—Deborah Cole Micek, aka: @CoachDeb, founder of QuanSite.com and author of *Twitter Revolution* and *Secrets of Online Persuasion*

The social media world is full of people saying they know this tool or that tool. But there's a reason "Mari Smith" is the first name people think of when they think "Facebook marketing." This book shows you how the world's largest social network can be leveraged for your business. And it's written by one of few people out there who actually has shown companies how to succeed on Facebook. If you're trying to leverage Facebook to reach your customers, this book should be on your shelf. It's on mine.

-JASON FALLS, Social Media Explorer

Every marketer knows they need to be on Facebook and other social networks, but few know how to do it right. Chris and Mari have created what is essentially a user's manual for anyone managing a brand or advertising a business on Facebook. Whether you're new to social networking or a savvy user, this book provides the tools every marketing professional needs, from getting set up the right way to managing successful, targeted advertising campaigns. The book's step-by-step format makes what many consider a daunting undertaking seem more like a manageable process for even the busiest marketers by helping you prioritize your time online.

-Peter VanRysdam, Chief Marketing Officer, 352 Media Group

Mari and Chris have written an excellent, easy-to-read guide on using Facebook to grow your business. Chapter 7, "Advanced Tactics and Campaign Integration" is alone worth well more than the price of this book.

-DAVE KERPEN, CEO, the Kbuzz

I love books that start with strategic planning. Just about every Facebook title I've seen is obsessed with secret tips and tricks, without ever encouraging the reader to identify what they're trying to accomplish in the first place. Chris and Mari have done a splendid job putting those tips and tricks into a meaningful context, and I know I'll be studying my copy to improve my own Facebook presence. If you're looking for the full picture—the "why" along with "what" and "kow"—then this is your book.

—Dave Taylor, online entrepreneur, AskDave aylor.com

Lari and Christ ave a varique get in that hay the take the very complex and sophisticated and literation on the order of the solution of the order of the solution of the order of the or

BRIAN SOLIS, author of Engage: The Complete Guide for Businesses to Build and Measure Success in the New Web

Facebook® Marketing

An Hour a Day

Chris Treadaway Mari Smith



Senior Acquisitions Editor: Willem Knibbe Development Editor: Alexa Murphy

Production Editor: Liz Britten

Copy Editors: Judy Flynn and Kim Wimpsett

Editorial Manager: Pete Gaughan Production Manager: Tim Tate

Vice President and Executive Group Publisher: RICHARD SWADLEY

Vice President and Publisher: Neil Edde Book Designer: Franz Baumhackl

Compositor: Kate Kaminski, Happenstance Type-O-Rama

Proofreader: WORD ONE, NEW YORK

Indexer: Ted Laux

Project Coordinator, Cover: Lynsey Stanford

Cover Designer: RYAN SNEED

Copyright © 2010 by Wiley Publishing, Inc., Indianapolis, Indiana

Published simultaneously in Canada

ISBN: 978-0-470-56964-1

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as permitted under Sections 107 or 108 of the 1976 United States Copyright Act, without either the prior written permission of the Publisher, or authorization through payment of the appropriate per-copy fee to the Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923, (978) 750-8400, fax (978) 646-8600. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at http://www.wiley.com/go/permissions.

Limit of Liability/Disclaimer of Warranty: The publisher and the author make no representations or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties, including without limitation warranties of fitness for a particular purpose. No warranty may be created or extended by sales or promotional materials. The advice and strategies contained herein may not be suitable for every situation. This work is sold with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional services. If professional assistance is required, the services of a competent professional person should be sought. Neither the publisher nor the author shall be liable for damages arising herefrom. The fact that an organization or Web site is referred to in this work as a citation and/or a potential source of further information does not mean that the author or the publisher endorses the information the organization or Web site may provide or recommendations it may make. Further, readers should be aware that Internet Web sites listed in this work may have changed or disappeared between when this work was written and when it is read.

For general information on our other products and services or to obtain technical support, please contact our Customer Care Department within the U.S. at (877) 762-2974, outside the U.S. at (317) 572-3993 or fax (317) 572-4002.

Wiley also publishes its books in a variety of electronic formats. Some content that appears in print may not be available in electronic books. Library of Congress Cataloging-in-Publication Data is available from the publisher.

Send FM to Brand Review, they will edit the following paragraph if necessary.

TRADEMARKS: Wiley, the Wiley logo, and the Sybex logo are trademarks or registered trademarks of John Wiley & Sons, Inc. and/or its affiliates, in the United States and other countries, and may not be used without written permission. Facebook is a registered trademark of Facebook, Inc. All other trademarks are the property of their respective owners. Wiley Publishing, Inc., is not associated with any product or vendor mentioned in this book.

10 9 8 7 6 5 4 3 2 1

Library of Congress Cataloging-in-Publication Data:

Treadaway, Chris, 1974-

Facebook marketing: an hour a day / Chris Treadaway, Mari Smith. — 1st ed.

p. cm.

Includes bibliographical references and index. ISBN 978-0-470-56964-1 (pbk.: alk. paper)

1. Internet marketing. 2. Social networks—Computer network resources. 3. Facebook (Electronic resources) I. Smith, Mari, 1966-II.

AF5415.1265.T74 2010

TRA EMARAS: Wiley, the filey good of the Syberogo of Transmark on agreed trademarks of John Wiley & Sons, Inc. and/or its ffillates, in the United States and other commerces, and have not be used without written permitsion. Twitter is a registered trademark of witter, Inc. All other trademarks are the property of their respective owners. Wiley Publishing, Inc., is not associated with any product or

10.0

dor mentioned in this book.

Dear Reader,

Thank you for choosing *Facebook Marketing: An Hour a Day*. This book is part of a family of premium-quality Sybex books, all of which are written by outstanding authors who combine practical experience with a gift for teaching.

Sybex was founded in 1976. More than 30 years later, we're still committed to producing consistently exceptional books. With each of our titles, we're working hard to set a new standard for the industry. From the paper we print on to the authors we work with, our goal is to bring you the best books available.

I hope you see all that reflected in these pages. I'd be very interested to hear your comments and get your feedback on how we're doing. Feel free to let me know what you think about this or any other Sybex book by sending me an email at nedde@wiley.com. If you think you've found a technical error in this book, please visit http://sybex.custhelp.com. Customer feedback is critical to our efforts at Sybex.

Best regards,

Neil Edde

Vice President and Publisher

Sybex, an imprint of Wiley

LITUZ.COM



For my mother, Mary Ellen Treadaway, who taught me the values of honesty, integrity, and sincerity that help me every single day. I love you, and I miss you.

—Chris

For my awesome Facebook friends and fans and you, our readers it's an honor to share and create this journey with you to a whole new frontier!

—Mari







Acknowledgments

Writing a book on a topic as dynamic as Facebook is perhaps one of the most difficult things I've ever done. It wouldn't have been possible without my co-author, Mari Smith, whose contributions certainly turned a good idea into a great book. Thank you also to Giovanni Gallucci who contributed several of the anecdotes that appear in this book.

Special thanks also goes out to the world-class team at Wiley that I've had the pleasure of working with for five years now. In particular, I should mention Ellen Gerstein, Jennifer Webb, Katie Feltman, and others at Wiley who, among other things, encouraged me to write this write this book. I'd also like to thank the editorial staff at Sybex. Without hands-on help from Willem Knibbe, Alexa Murphy, Pete Gaughan, Liz Britten, and countless others, this book would have been obsolete by the time it hit the shelves!

This book is a collection of thoughts and ideas from hours upon hours of experience spent with clients who have different interests, different motivations, and different levels of expertise. I'd like to thank all the people at Microsoft, the City of Austin, Land Rover, and other organizations that I've supported in the two years I've done consulting work. Interactions with you have made this book a better product and a true "practitioner's guide" to using Facebook for marketing purposes.

I'd be remiss if I didn't thank the different people who have taught me valuable school and life lessons along the way. In particular, I'd like to thank teachers from St. George Catholic School in Baton Rouge, Louisiana, and Northwest Rankin High School in Brandon, Mississippi. They all, in their own ways, instilled enthusiasm, confidence, and (tough as it may have been at times) grace in me throughout the formative years of high school. I'd also like to thank Jim Nolen and Dr. John S. Butler of the University of Texas, two instructors from the business school, whose ongoing support and interest in me and my career continues to help in countless ways.

Special thanks also to my business partner at Notice Technologies, Robert Starek, who has been patient and supportive despite long hours of writing, editing, and improving this book.

Most importantly, I'd like to thank my parents and grandparents for raising me in a healthy, happy, and supportive home; without your sacrifices for and undying confidence in me, I'd be ill-equipped to deal with life's difficulties, and I wouldn't be the person I am today. I'd like to thank my wife, Kimberly Toda Treadaway, for her love, support, and patience. I love you dearly. A'd finally, I'd like to thank God for all the promotion of the person I am today.

LITUZ Coles Cles Che pare

—Chris



Bu kitobning tanishuv parchasi hisoblanadi. Kitobning to'liq qismini lituz.com saytida o'qing.

LITUZ.COM