

Lifecycle

keap

Marketing

Workbook

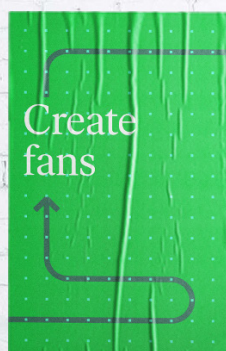
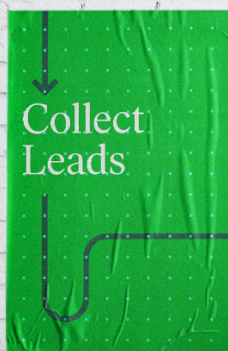


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Collecting Leads

Attract new leads by identifying your target audience

Build your customer avatar with the following questions:

Where are they located?

How old are they?

To which generation do they belong? (Baby boomer, Gen X, Millennial, Gen Z, etc.)

What is their relationship status?

What is their highest level of education?

What is their job title?

How much do they make a year?

Do they own or rent?

What's the size of their family?

Converting Clients

Engage with leads, present a compelling offer, close the deal

Engage your leads

How can you tell prospects are ready to buy? Are they visiting pages on your website? Opening and reading emails? Scheduling an appointment or consultation?

How are you nurturing your leads? What valuable information are you providing to address their concerns?

What are you doing to build your company's credibility? What gives you a competitive edge?

Present the offer

Which step in the sales funnel process are your prospects? What key milestone would make the most sense for them to pursue next?

In what way will your offer solve your lead's problem?

How are you building value around your offer? How are you presenting your product or service in an informed, professional way that establishes you as the expert in your niche?

What sets you apart from others in your industry?

Why should your business be the one your prospects trust going forward?

Close the deal

**How can you reduce or eliminate friction in the closing process?
What detailed documentation are you using to
communicate clearly?**

**How have you built trust and given your leads a reason to be excited
about doing business with you?**

**How are your business' strengths emphasized through your
product offering?**

Take some of the ideas you brainstormed above and choose 2-3 actionable items you can start implementing right away.

**How will you make the closing process as easy as it can be?
Via email with a payment link? A digital invoice?**

Creating Fans

Provide an exceptional experience for your customers and create strong relationships through your delivery and impressive service

What will be your systemized method to deliver services so that clients consistently get everything they were promised?

How do you plan on being an advocate for your customers?

Choose your top 2 ideas for each category and start to put a plan in place.

How do you plan to improve the customer experience and really impress your clientele? Birthday emails? Care packages for a new home? Loyalty programs? Etc.

When a client isn't happy, what will you do to reach out and make the situation better?

Finally, what are your plans to guarantee repeat business, positive reviews and customer referrals? How will your business create incentives for customers and partners in an effort to grow your client base?

Impress your clients worksheet

Select the items you'll want to use that will leave a lasting impression on your customer base. Add additional items that you want to incorporate in the space provided.

Cost-effective ways to impress your clients

Follow up with a quick call or text to see how things are going after they buy your product or service	Send a handwritten thank you note
Follow up with personalized emails	Send a magnetic reference guide, chart, or calendar with your logo on it
Answer questions in a timely manner	Feature a customer on your website
Send a \$5 gift card with every purchase	Send cookies, fruit, or flowers
Start a rewards or loyalty program	Make a donation on their behalf to their favorite charity
Provide a surprise discount	Plant a tree on behalf of your customer
Send a book with a personal note	Meet up with customers in the cities that you are visiting
Send them their favorite food or snack	Randomly select a few customers to receive one of your products or services for free
Provide special private shopping hours or prizes during certain hours	Provide a free upgrade
Throw a party for all of your customers at your next major event	Send swag with your company logo on it (coffee mug, water bottle, shirt, etc.)
Provide a gift card for an item in your store or on your website	Schedule lunch at your office and invite customers to attend and share feedback
Provide offers to customers who contribute ideas or engage with your company online	Tell your customers how their feedback was implemented
Celebrate an event, such as a birthday or anniversary	Create a video message and send it via email
Celebrate a milestone, such as number of years as a customer	Give them a dinner-and-a-movie gift card
Send a gift card for a free car wash	Send samples of new products
Offer free wrapping on gift purchases	Upgrade their shipping to priority mail
Respond to complaints right away	Provide free shipping when they spend a certain amount
Send a box of office supplies	If they call and you know the wait time will be long, offer to call them back
Send them a travel mug with a coffee shop gift card	
Provide group/bulk order discounts	
Follow them on social media and give them a shout out	
Give them bonus items with their purchase	
Call them and say thank you	