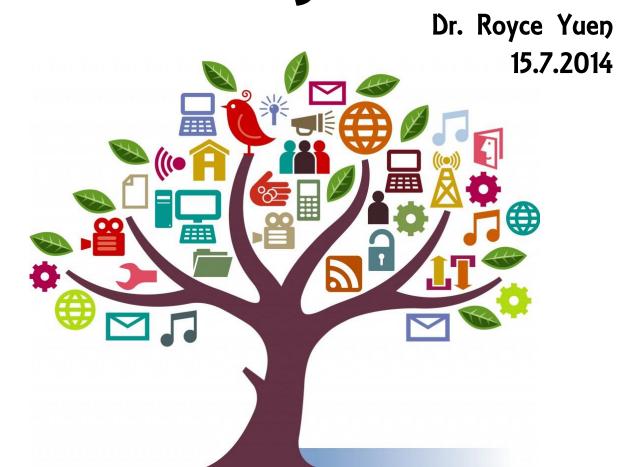
# Social Media Marketing Strategy for Brand Building









Tangible Asset (8%)

Brand Value (56%)









\$ 3.80



\$ 4.50



\$ 6.00









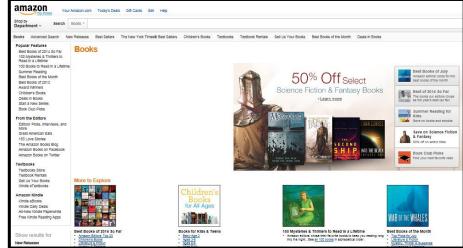












# Tell's vs. amazon



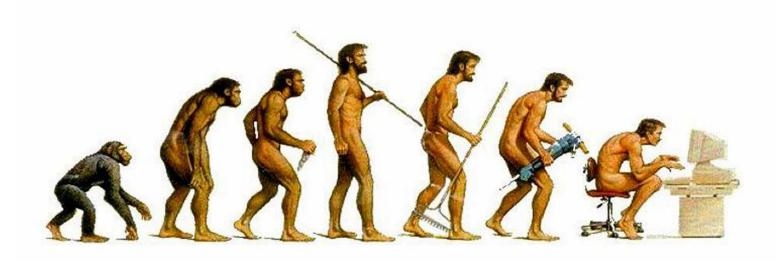
# Tell's < amazon







## **EVOLUTION** of Media





#### **Paid Media**



### **Shared Media**



### **Earned Media**



### **Owned Media**



訂婚及結婚戒指 排品 CALIBRE DE CARTIER DIVER 潜水腕錶 卡地亞1904 MC型工作坊精製機芯 探索作品系列 Fondation Cartier pour Part contemporain

工作機會

彩灣遊費

調站地區

使用條款



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McCafe

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滋味推介

會員資訊

麥當勞派對

香港人的麥當勞

企業責任

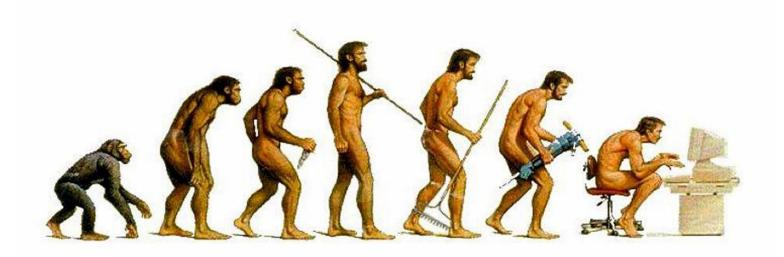
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餐廳地址



## **EVOLUTION** of Consumer





Consumer



Director



Judge



Reporter





### Kryptonite Evolution 2000 U- Lock hacked by Bic pen

by Phillip Torrone, posted Sep 14th 2004 at 5:04PM



Much to our surprise, we were able to hack our Kryptonite Evolution 2000 U- Lock with a ballpoint pen. This \$50 lock is supposed to be one of the best for "toughest bicycle security in moderate to high crime areas"—unless the thief happens to have a Bic pen. We used to use these to lock up our bicycles, but we're switching to something else ASAP. (Oh, and just to be trite, the pen is mightier than the lock.)

DECEMBER 25, 2006 / JANUARY 1, 2007

Married Married Street

### PERSON OF THE YEAR

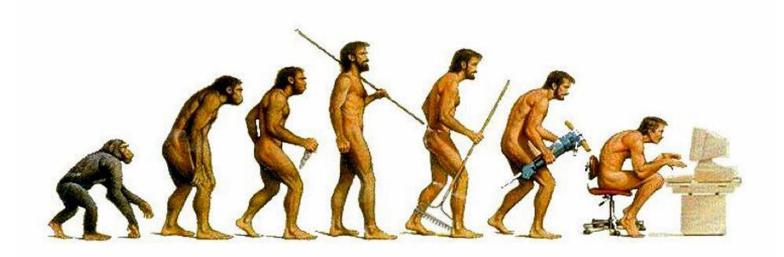




00:00/20:00

Yes, you. You control the Information Age. Welcome to your world.

## **EVOLUTION** of Brands





**Functional Brand** 



**Aspirational Brand** 

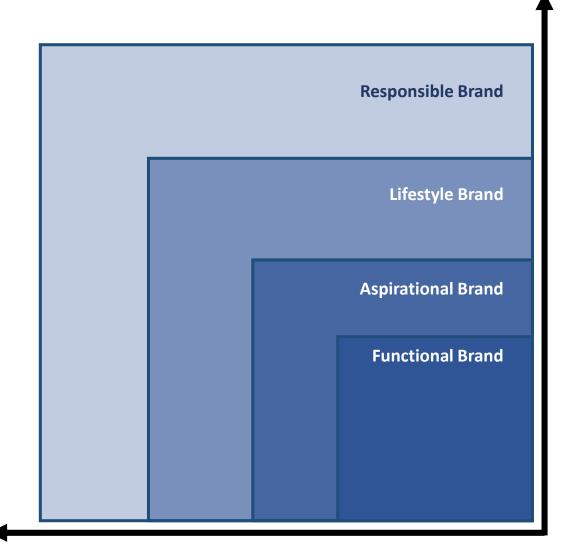


Responsible Brand



**Lifestyle Brand** 

Influence on User

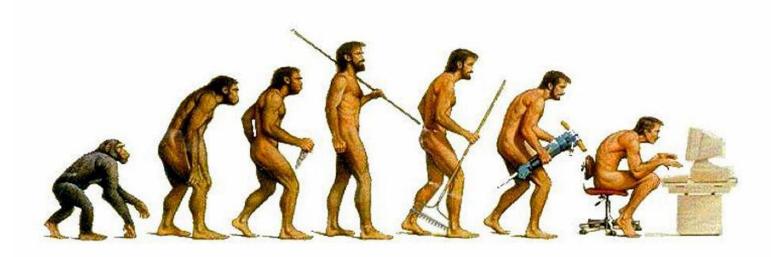


User Involvement

### Brand-building via social media - Virgin



## **EVOLUTION** of Marketing





**Mass Marketing** 



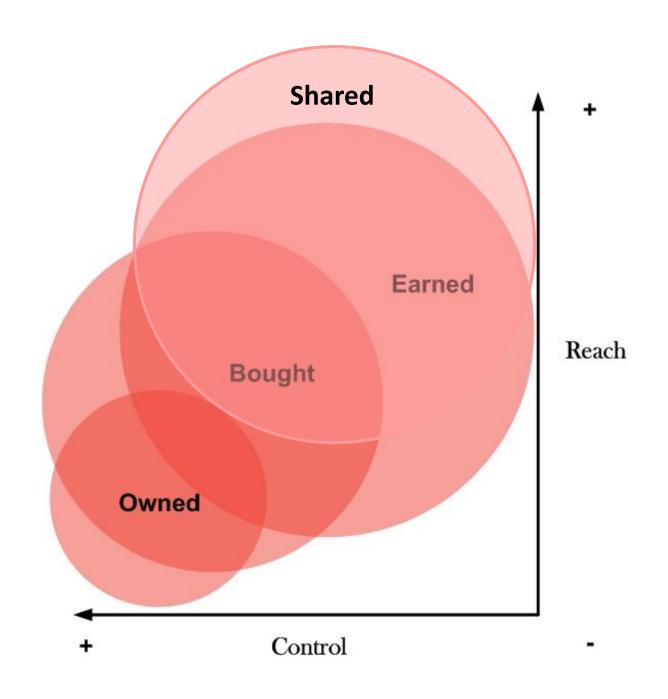
**Social Media Marketing** 



### **Direct Marketing**



**Interactive Marketing** 



### Internet and Social Media Users



















































### Internet and Social Media Users







Location-based Community















Photo Sharing Community



Pinterest





Mobile Messaging Community











#### 翠华餐厅

十大名菜

公司介绍

十大名菜

分店资料



### 铁板京川虾球炒双面黄

创作灵感由京菜「宫保虾球」研变而成。 双面黄煎 得香脆得宜。炒面及爽口弹牙的虾球渗透宫保备 汁,酸中带甜。啖啖口感层次丰富。就连日本明星 都慕名一试!



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人才遵念

集团介绍 重要里程 经营概念 奖项及荣誉 企业及社会责任 恶华餐厅 至尊概念厨房 포후횟습



### Earned Media Isn't Free





Social media is more mass than mass media

### OWNED MEDIA

websites, customer service, sales, packaging

### SHARED MEDIA

social sites, Twitter, Youtube, Facebook, Wikipedia

PAID MEDIA

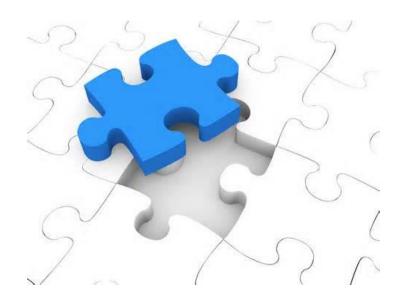
advertising

EARNED MEDIA

word of mouth and PR



# Social media is an important piece but it is not the entire puzzle



## Integration with other media

Integration with in-shop experience



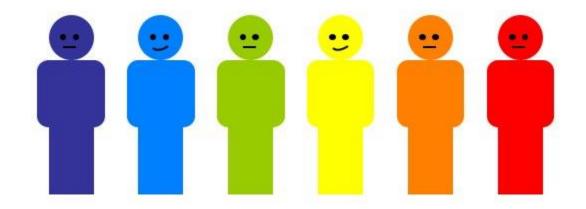
First, sort out your own website

Make it more than an online brochure

How did you last update your content?

Make sure it contains information the users want to know rather than what you want them to know





Multi-dimensional segmentation

## Keep your brand fluid



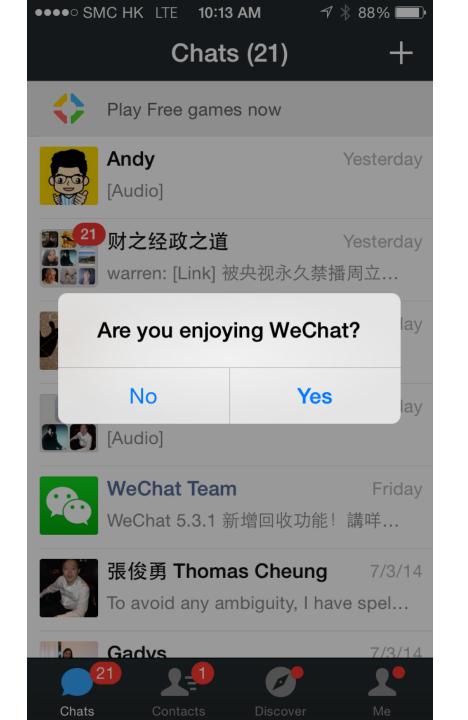








# Content is KING Keep it relevant / customized / current and invite participation



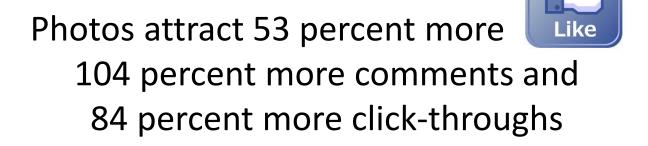
A picture is worth a thousand words

"It's OK. I'm here."

"It's OK. I'm here."

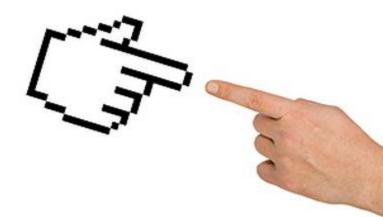






facebook. posts with questions generate 92 percent higher comment rates than posts without questions

High-tech, High-touch



Without human interface =/= downgrading customer experience

To Me

View in Browser | Please do not reply to this small.



#### HAPPY BIRTHDAY





View your wish, handcrafted by us especially for you.

10 July 2014

Membership No.: 100 XXXX 758

Dear Mr Yuen,

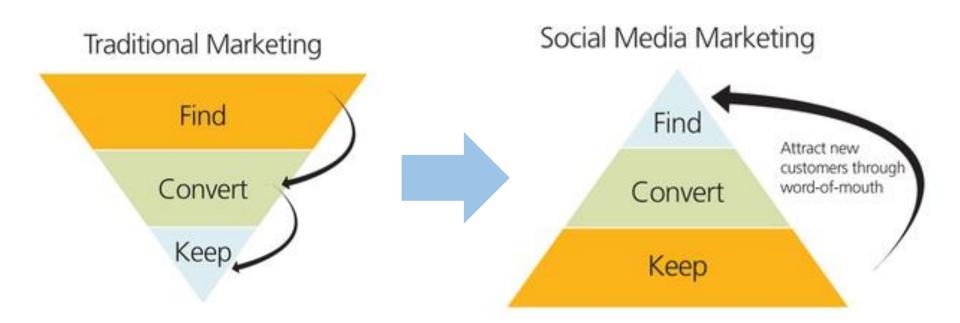
We always welcome the opportunity to add our personal touch to your life.

All your friends in The Club would like to wish you a heart-warming birthday and a wonderful year ahead.

Best wishes,

Insim.

From understanding your customers to allowing your customers to understand you





You cannot bribe a relationship in real world, the same for the virtual world

## Case Study

## HARBOUR CITY 海港城



#### harbour city

Web Maps Images News Videos More → Search tools

About 26,100,000 results (0.31 seconds)

#### Harbour City

www.harbourcity.com.hk/en/ \*

Home Page. 緊 · 简 · ENG · VIC Club · 緊 緊. Main Menu. About Us.

Shopping - Ladies' Fashion - Tourist Guide - About Us

#### 海港城

www.harbourcity.com.hk/ \* Translate this page

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3 2118 8666

ENG - 商業機會 - Business Opportunities

#### New / Opening Soon

www.harbourcity.com.hk/en/shopping/all-stores/new-opening-soon ▼
Shopping. New / Opening Soon · All Stores; By Category. Ladies Fashion ...

#### Home - 海港城

www.harbourcity.com.hk/en/home +

... Electronics · Home and Gifts · Lifestyle · Jewellery, Watches and Accessories ...

#### Harbour City | Hong Kong Tourism Board

www.discoverhongkong.com/eng/shop/where-to.../harbour-city.jsp ▼
Keep the date of your return flight in mind when you enter Harbour City because this place is so vast you might forget about leaving. Hong Kong's largest mall is ...

#### Harbour City - Tsim Sha Tsui, Hong Kong - Shopping ...

www.facebook.com/HKHarbourCity -

**Harbour City**, Tsim Sha Tsui, Hong Kong. 11872 likes · 604 talking about this · 27013 were here. This is the official English facebook account of...

#### Harbour City (Hong Kong) - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Harbour City (Hong Kong) -

Harbour City is a large shopping mall in Tsim Sha Tsui, Hong Kong. It is part of a series of office blocks and hotels. It comprises several parts: Marco Polo ...

#### Hong Kong Harbour City Mall - Review - About.com

gohongkong.about.com > ... > Hong Kong Shopping Malls ▼

by Rory Boland - Living up to its city billing, **Harbour City** is a monster of a mall and one of our top five malls in Hong Kong. Stretching for nearly a kilometer along the Kowloon ...

#### Harbour City - Gateway Arcade | Malls - iLuv.hk

www.iluv.hk > Shopping > Malls -

Gateway Arcade, a part of the **Harbour City** complex, is a mixture of designer stores and casual brands. The Gateway Arcade also holds a food court with food ...

#### **Harbour City Estates Limited**

www.oceanterminal.com.hk/ -

A pier for cruise vessels. Provides an introduction to the terminal, information for passengers, a list of cruise lines and a photo gallery.



#### 海港城官网

百度一下

#### == 海港城 - 首页

Harbour City... 前往海港城 联络我们 购物 所有商店 女士时装 男士时装 美容及个人护理 电子产品 家庭和礼品 生活及服务 珠宝,钟表及配件 运动用品 儿童及孕妇 眼... www.harbourcity.com.hk/ 2014-07-05 ▼ - 百度快照 - 评价

#### harbour city 海港城 - 首页

Harbour City... 前往海港城 联络我们 购物 所有商店 女士时装 男士时装 美容及个人护理 电子产品 家庭和礼品 生活及服务 珠宝,钟表及配件 运动用品 儿童及孕妇 眼... harbourcity.com.hk/ 2014-07-12 ▼ - 百度快照 - 评价

#### 香港海港城购物攻略 香港旅游购物 途牛

【图文】海港城(英文: Harbour City)在香港九龙尖沙咀,是香港最大面积的购物中心,南至尖沙咀天星码头,北至中港城。海港城由四个部分组成,海...

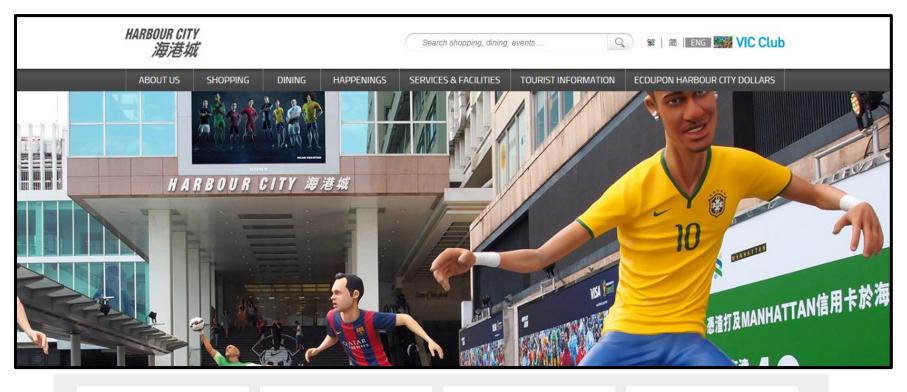
www.tuniu.com/hongkong... 2014-07-09 ▼ 🛧 - 百度快照 - 91%好评

#### 香港海港城购物政略 【香港游记】 驴妈妈攻略

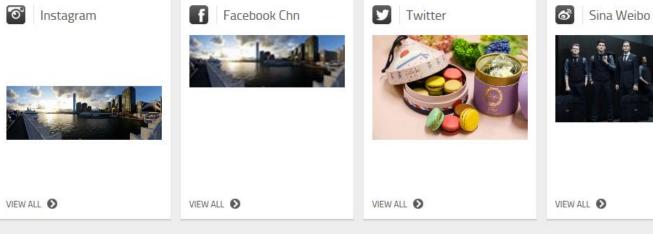
【图文】前几天,去香港出差,住半岛酒店,步行到<mark>海港城</mark>,不过10分钟,实在是让人偷着乐的... 香港 官方旅游攻略 第四版 香港官方旅游攻略 版本: 第四版 更新时间: 2014... www.lvmama.com/quide/2... 2014-06-18 ▼ **V**<sub>3</sub> ★ - 百度快照 - 86%好评

#### 香港海港城官网www.harbourcity.com.hk/?gb - 香港购物

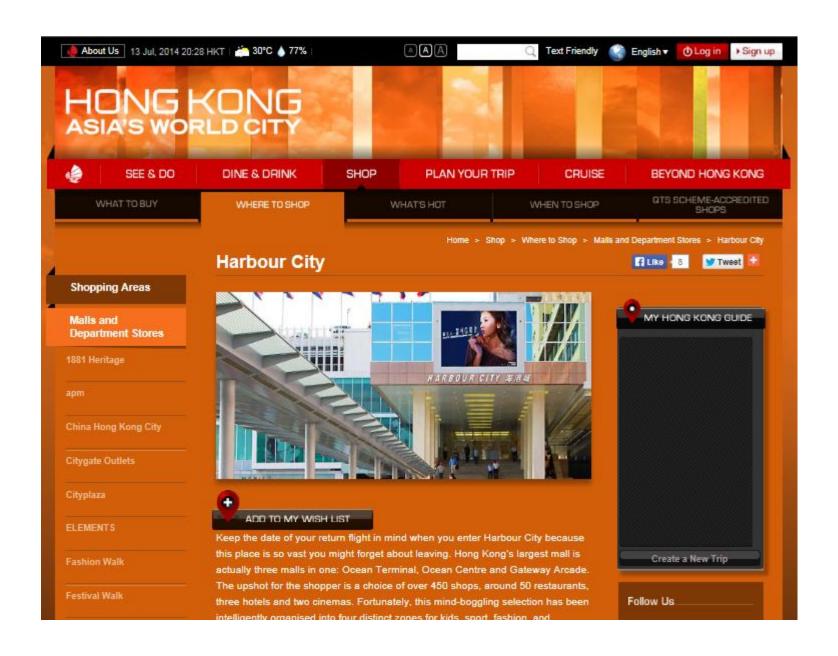
[图文] 2010年9月14日 - 香港海港城官网,海港城官网,海港城,赴港消费,赴港购物... 投稿分享给60万粉丝>> 标签:香港海港城官网,海港城官网,海港城,赴港消费,赴港购物... www.3hk.cn/hk/2010/09/... 2010-09-14 ▼ - 百度快昭 - 评价



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Coordinates: 22°17'52'N 114°10'05'E

Create account 🔒 Log is

#### Harbour City (Hong Kong)

From Wikipedia, the free encyclopedia

Harbour City is a large shopping mall in Tsim Sha Tsui, Hong Kong. It is part of a series of office blocks and hotels. It comprises several parts: Marco Polo Hongkong Hotel, Ocean Terminal, Ocean Centre (with 1980s retro decor), the Gateway and the Pacific Club Kowloon. The complex is located along the west side of Canton Road, stretching from the Star Ferry Pier in the south to China Hong Kong City in

the north.

Contents [hide]

1 History

2 Features

3 References

4 External links

#### History [edit]

The centre is built on the site of the Hongkong and Kowloon Wharf and Godown, one of colonial Hong Kong's original commercial wharfage and dockside warehousing complexes. Harbour City is still owned by The Wharf (Holdings) Limited, which was formed in 1886 to operate the godown but has since grown to be a major commercial force in Hong Kong.

#### Features [edit]

Harbour City (Hong Kong)



Harbour City

Simplified Chinese

Traditional Chinese

Transcriptions

[show]

海港城

海港城

#### **Harbour City**

General information

Completed 1966, with Additions and Alterations 1969, 1977, 1983,

1999 zh:海港城

### About.com Hong Kong / Macau Travel

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#### Review of Hong Kong Harbour City Mall and List of Shops

By Rory Boland

Online Shopping Malls China Shopping Ads: Stores in the Mall Mall Travel Club

Living up to its city billing, Harbour City is a monster of a mall and one of our top five malls in Hong Kong. Stretching for nearly a kilometer along the Kowloon waterfront, Harbour City not only boasts more than 400 shops and 50 restaurants but also two cinemas, three hotels, Hong Kong's cruise terminal and a ferry terminal servicing Macau and China. For the true shopping addict, you can even live here in a serviced apartment.

The complex itself is spread out over four separate zones; Ocean Terminal and Ocean Centre are the two primary shopping areas, with shops also in the Marco Polo Hong Kong Hotel Arcade and the Gateway Hotel Arcade. Each section is color coded on Harbour City maps to help you get

Ads

#### getAbstract.com

www.getabstract.com

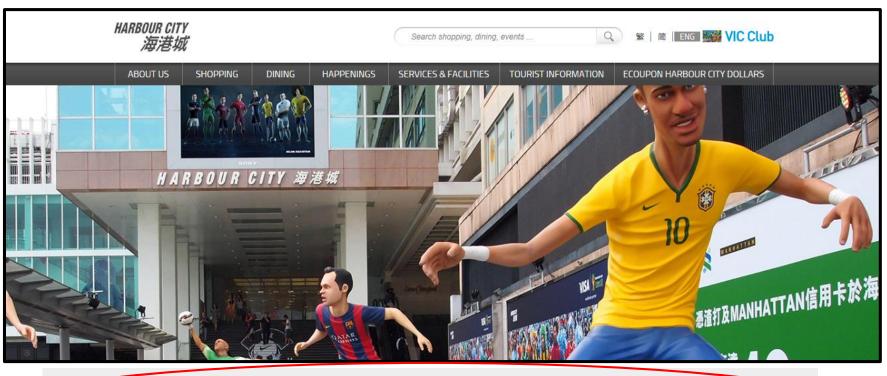
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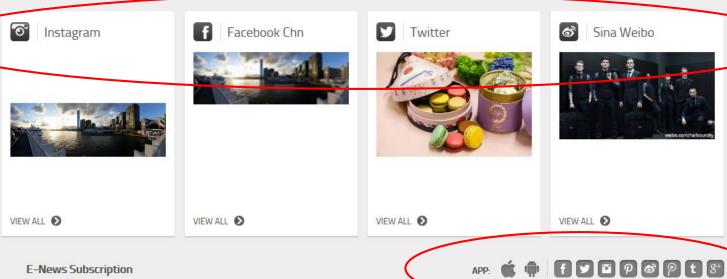
#### **Hong Kong Wholesale**

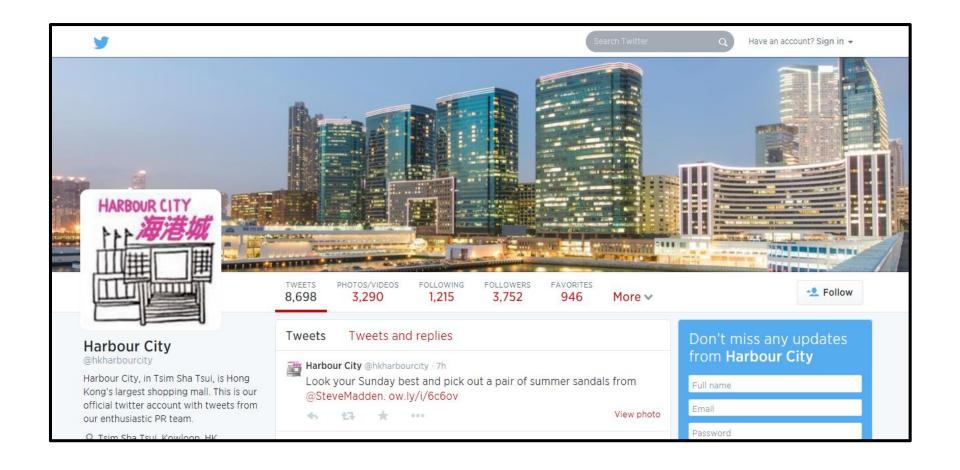
www.hktdc.com

Connect with over 120,000 suppliers from Hong Kong, China and Taiwan

where you need to go. In Ocean Terminal you'll each floor features themed shopping. The ground floor is known as KidsX and is home to the largest Toys R Us in Asia, Jumpin Gym U.S.A, Burberry Kids, and a host of other children orientated stores. The second floor is known as SportsX and boasts many flagship stores from internationally renowned brands such as Fila, New Balance and an Adidas NBA shop. There is also a major Lane Crawford outlet. Up on the third floor is LCX, an upmarket clothing retailer popular with Hong











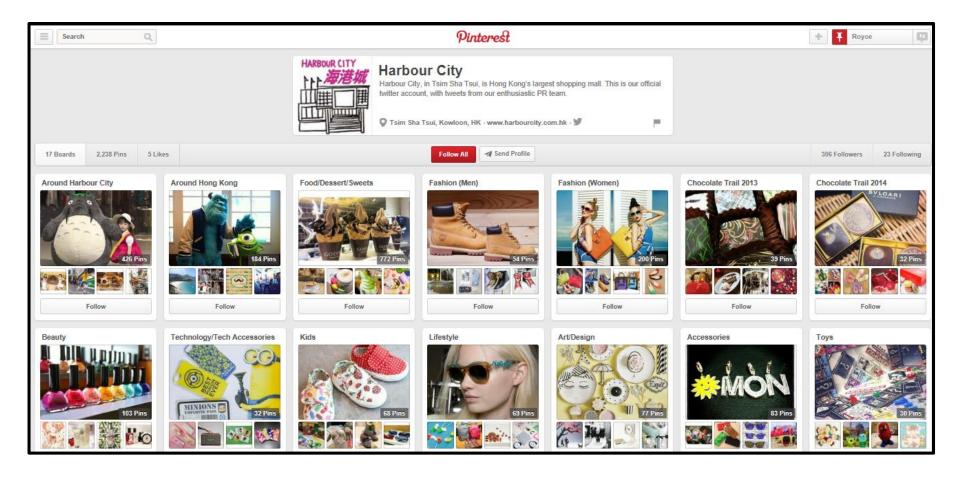
harbourcity -

**Harbour City** This is Harbour City's official page. Feel free to share your photos of the shop ping mall with us via #harbourcity. http://www.twitter.com/hkharbourcity

2,934 24,480 340 posts followers following

7月2014

追蹤





Q



HARBOUR CITY

THE GATEWAY

SPACE MUSEUM

TSIM SHA TSUI

Tune/ \ | |

FASHBON

Hi,这是香港海港城的腾讯微博,别吝惜你的关注,赶紧登录,和TA互动吧!

馬上登入



### 香港海港城 🕶 🗗 🕶 🗷

唐振 6898

**藤原 1107773** 

收票 106

#### 注册时间 2010-04-26

海港城是全香港最大型的购物商 场・位处之尖沙咀广东道・更是 世界著名品牌旗舰店集中地。一 个海港:只有一个海港域・香港 海港城 - 護讯博客: http://62200

### ◎ 膜訊認證資料

海港城,香港墨大面积的时 尚购物中心・

#### 推荐收听







全部 園片 視訊 音樂

香港海港城 : #城中热卖#即将进行的德国VS阿根廷世界杯总决赛:你支持哪一 队?德国足球队全体代言的HUGO BOSS ,绝不输T台的男模,不知道又要俘获多少 芳心~想知道德国队为何选择BOSS作为出征战袍?来#香港海港城#亲自感受TA的非 凡魅力!













9 今天 18:35 阅读(8413) 全部轉播和評論(13)

轉播 評論 更多。



# Harbour City Hong Kong

Harbour City in Tsim Sha Tsui is Hong Kong's largest shopping mall. This is our official tumblr account, with photos of people, events and attractions in Harbour City and Hong Kong. For more information, please visit http://www.harbourcity.com.hk. We're also on twitter (@hkharbourcity), Facebook (hkharbourcity) and Instagram (@hkharbourcity).

HOME ARCHIVES RSS

POSTINGS









#### OFFICIAL WEBSITE

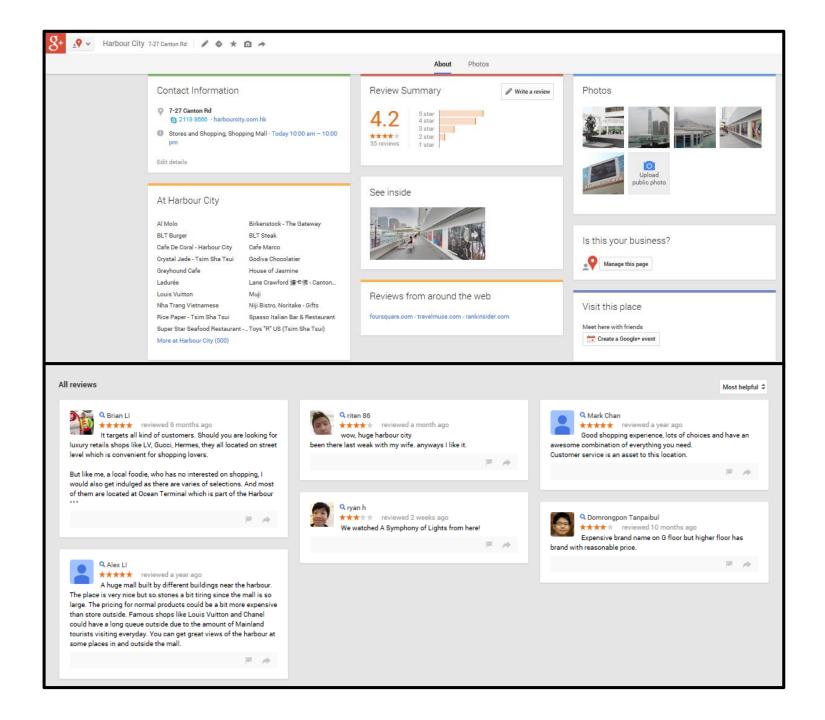
Harbour City
3 - 27 Canton Road, Tsim Sha Tsui, Kowloon
Hong Kong
852-2118-8666

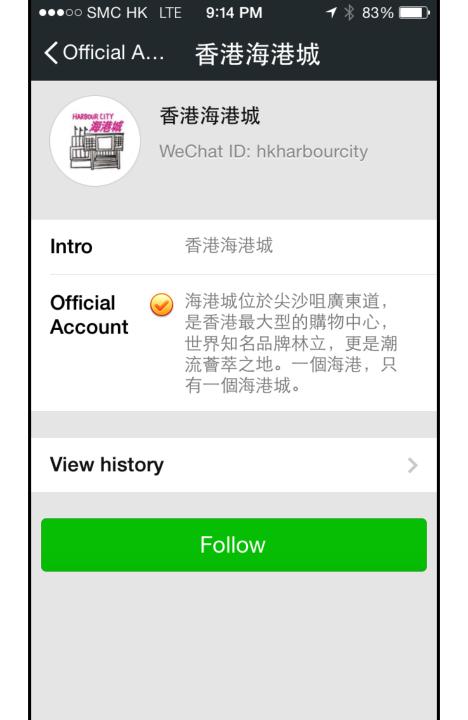
HOURS

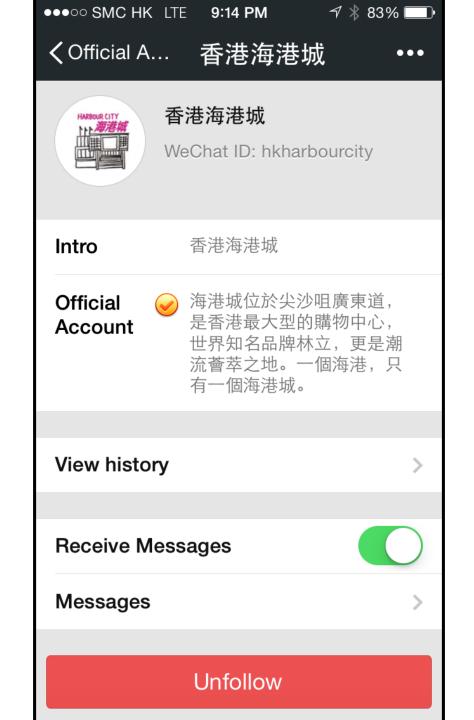
Mondays - Thursdays 10 AM - 10 PM Fridays 10 AM - 10 PM Saturdays 10 AM - 10 PM Sundays 10 AM - 10 PM



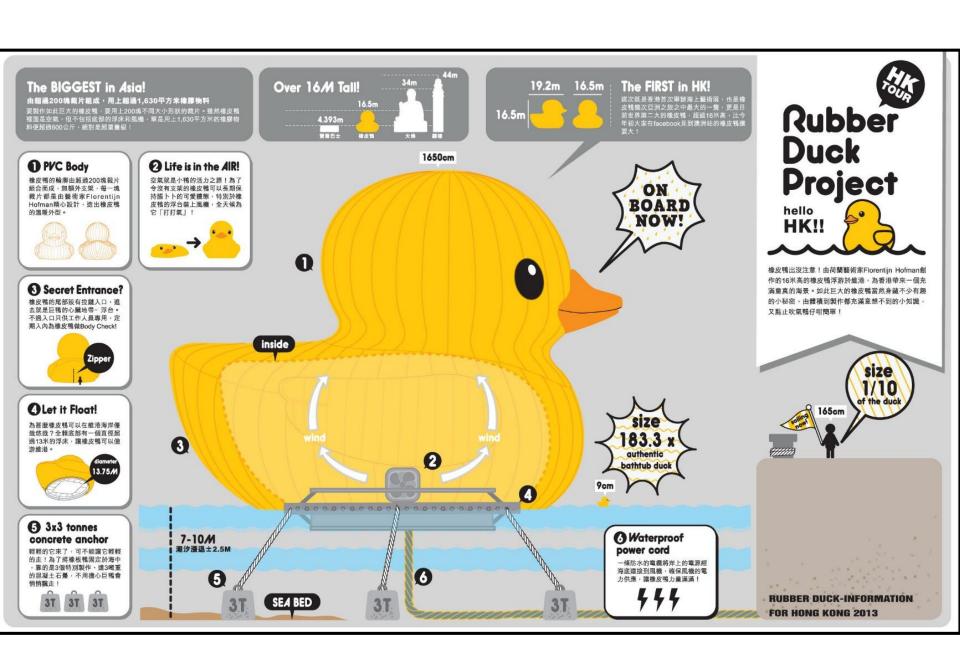












12:19 am HKT May 22, 2013

CHINA REAL TIME

# Big Yellow Duck Is Revived in Victoria Harbor



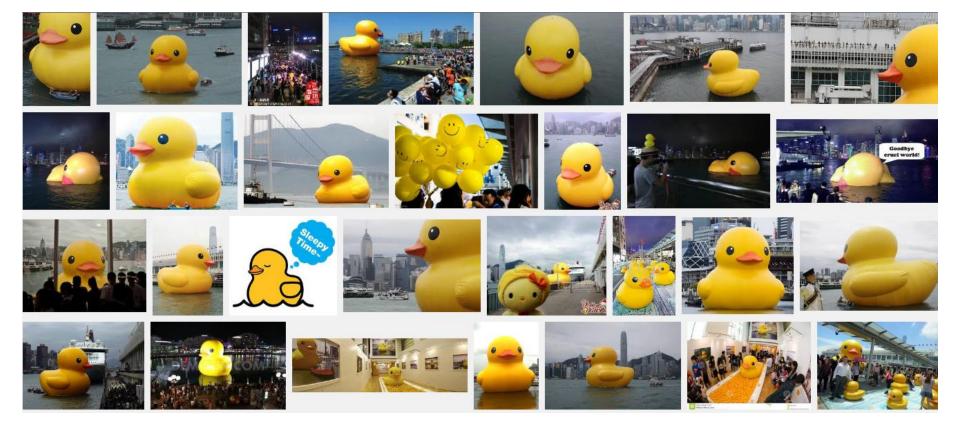
After a lightning storm and sheets of heavy rain drenched Victoria Harbor this week, Hong Kong celebrated the return of its much-beloved giant inflatable yellow duck Tuesday night.



 Reuters Rubber Duck by Dutch conceptual artist Florentijn Hofman floats near Ocean Terminal at Hong Kong's Victoria Harbour on May 2.
 The duck was deflated for maintenance reasons on May 14. See more Crowds of several hundred gathered in the afternoon armed with cameras and tripods to watch the sixstory duck—an installation by Dutch artist Florentijn Hofman—get re-inflated at its perch outside Harbour City mall, which commissioned the project. The process took several hours as the duck slowly unfurled and swelled again with air as it was held aloft by a crane.

















# Rubber Duck Project

橡皮鸭游世界 • 香港站

2013.5.2 - 6.9 Harbour City

# Branding on Social Media

### Monitor

- Go to where consumers "hang out"
- Use tools to listen to what is important

### Respond

Respond to counter negative comments and reinforce positive ones

## Amplify

 Design marketing activities that have an inherently social motivator that spurs broader engagement and sharing

### Lead

Proactively lead consumers towards long-term behavioral changes

# Social Media Marketing Strategy for Brand Building

