

Big Business Marketing For Small Business Budgets

Jeanette McMurtry



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Techniques smaller businesses can use to stretch their marketing dollars--and keep customers loyal for a lifetime

Traditionally, the competitive ace -in -the hole for smaller businesses has been their ability to provide more personalized service than their larger, arm's-length competitors. However, CRM initiatives and Web-based technologies now allow global businesses to appear and behave much "smaller" than in the past, leaving local businesses scrambling to uncover new areas of differentiation and competitive advantage.

Big Business Marketing for Small Business Budgets shows small business owners how to make the most of their limited marketing dollars by capturing the lifetime loyalty of their most valuable customers. This hands-on, how-to-do-it book features tricks and techniques of global marketers from Amazon.com to American Express that operations of all sizes can use to quickly and inexpensively:

- Develop precise, personalized marketing programs
- Incorporate the Internet with existing marketing activities
- Collect and utilize valuable customer preference data for marketing "individually" to customers

In today's price-driven, "What's in it for me?" marketplace, developing and sustaining long-term customer relationships has become increasingly difficult for smaller businesses--but not impossible. Let *Big Business Marketing for Small Business Budgets* show you how to compete with your largest competitors--and adopt and adapt their well-researched tips and techniques to gain lifetime customers.

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