

#### **MAINE OFFICE OF TOURISM**

#### Putting It Together: How to Build Itineraries & Packages

Maine Woods Consortium – County Workshops



#### Maine Office of Tourism

- State Agency
  - ➤ A division of the Maine Department of Economic & Community Development
  - Established to administer a program to support and expand the tourism industry and promote the state as a tourist destination.



#### Maine Office of Tourism

#### Funded by:

- Dedicated Special Revenue Account funded by 5% of the 7% sales tax collected on meals and lodging;
- Remaining 95% of meals & lodging tax collected goes to the General Fund supporting state and local services



#### Integrated Approach to Marketing

#### Paid Media

- Print
- Radio
- Online
- Mobile
- Out of Home/Transit

#### Public & Media Relations

- Fam trips
- Media outreach

#### Email

- Targeted special interest
- Season reminders

#### Social Media

- Facebook
- Twitter
- You Tube
- Foursquare
- Pinterest
- Fulfillment
- International Marketing
  - Trade & Media
- US & Canada Travel Trade
   & Consumer Shows



# RESEARCH DRIVEN

Demographic – Visitors & Prospects

Psychographic - Prospects



# Become the premier four-season destination in New England

# Become the premier four-season destination in New England



# Objectives

- Bring more visitors into and through all regions of the state – deeper excursions
- Have more visitors stay in paid accommodations
- Have visitors spend more money longer stays



#### Welcome ME



Understand
Respect
Help



#### **Product Development Stages**

#### **Store Brand Vanilla**

- Operators and suppliers are connecting commodity products and services such as hotels, airfare, transfers and rental cars
- Price alone sells the product!
- Expedia, Travelocity, etc



#### **Product Development Stages**

#### **Haagen Dazs**

Meals, attractions and value added features not

easily found or accessible to customers are combined

 Consumers will pay more for unique and different.





#### Product Development Stages

#### Ben & Jerry's

- Companies develop unique compelling experiences only available through their company.
- Products and services
   are exclusive, unique and unforgettable.







#### Customers will pay a premium!!!

And your product will stand heads and shoulders above the competition!



#### Travel Trends to Consider

- Uniqueness or local flavor
- Let me learn
- Behind the scenes
- Experts, authorities, cool people
- Insider's view
- VIP
- Give me bragging rights
- Totally immerse me



#### Case Studies

Wax, Wicks & Wines (Ohio strip mall)

Servants to Stewards
(Vanderbilt Mansion)

Philadelphia Mural Project:
Paint the Town Experiential Tour
(\$25/\$100)

Swingtime in the Skies
(Rosie the Riveter/Military Aviation Museum)







#### More Travel Trends

- Family reunions
- Destinations weddings
- Multi-generational
- Sports competitions running, biking, skiing, etc
- Culinary
- Other "niche" markets



#### Itineraries

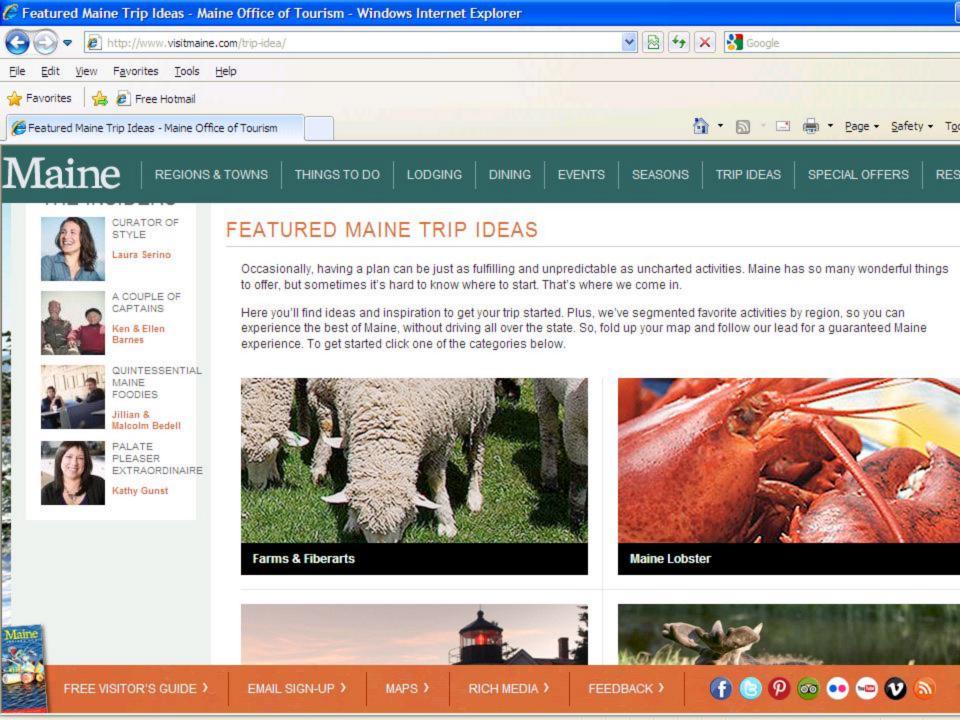
- Great customer service
  - Wow your guests with personalized tips and keep them coming back because they have more to discover
- Inexpensive marketing tool
  - Websites, rack cards/brochures, comarketing programs, trip ideas give context to your product



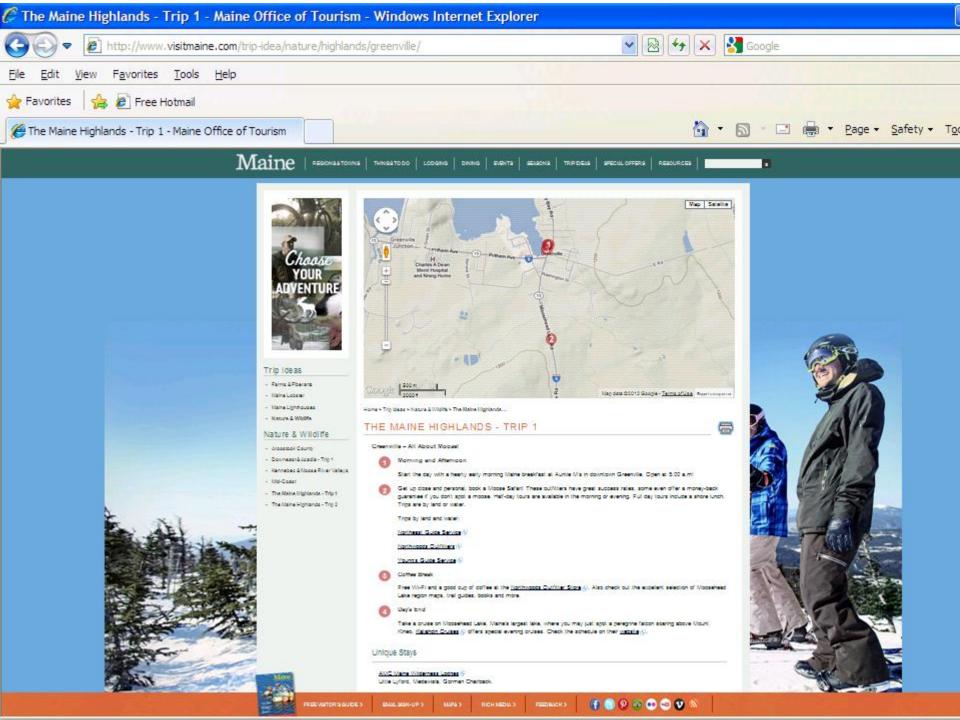


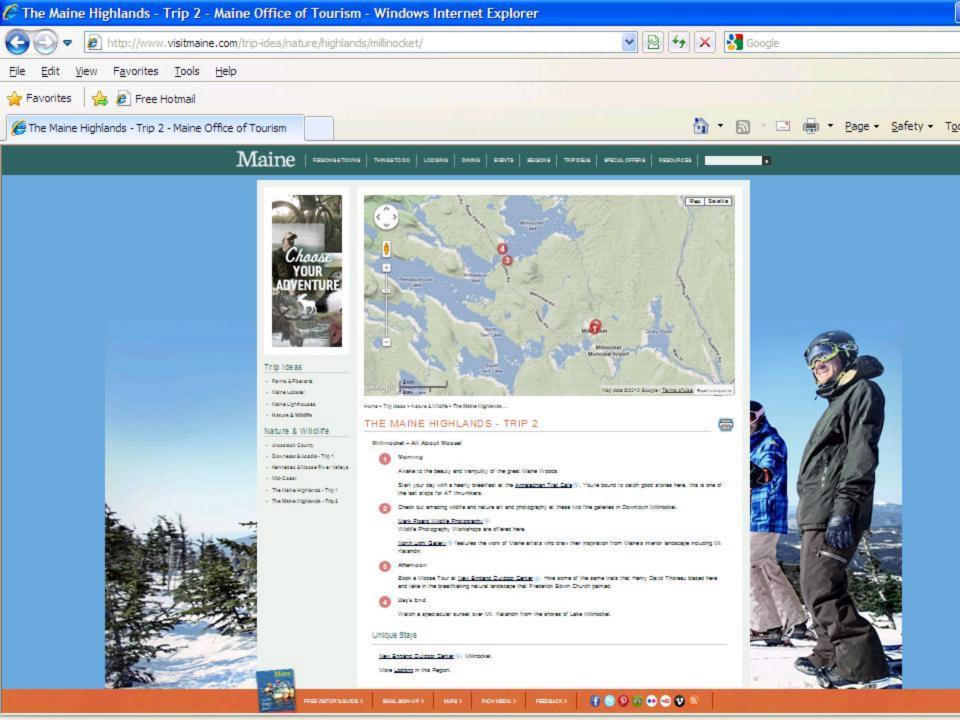
# Itinerary Samples





#### Nature & Wildlife - Maine Office of Tourism - Windows Internet Explorer Google 😽 🙀 http://www.visitmaine.com/trip-idea/nature/ Favorites Tools Favorites Free Hotmail Anature & Wildlife - Maine Office of Tourism ↑ N Page + Safety + Too Maine | residensa tonna | Things to do | lodging | dinns | rents | sessons | Tripdels | special offers | resources | Home - Trip Ideas - Nature & Wildlife NATURE & WILDLIFE Signature Events Watch a whale as it rises from the sea right before your eyes or see delightful Atlantic guffins nesting on coastal islands. Sgot seals resting on the rocks or a moose as it ambles by a lake. Maine is synonymous with wildlife and there's no better place to see animals in Maine celebrates its animal friends with annual feativals, and dozens of garks and forests. Visit the Rachel Carson National Wildlife Refuge with thousands of scree dedicated to bird preservation. Or retrace Henry David Thoreau's steps through Maine on the Thoreau-Wabanaki Trail. There are so many opportunities for family and friends to enjoy Maine's widife first-hand, come visit today! Kennebec & Moose River The Kannebec River Valley region offers. Trip Ideas visitors a wonderful combination of outdoor adventure, scenic splendor, history and - Farms & Fiberars culture. Famous for its whitewater raffing and enorymobiling, the region also boasts. - Maine Loborar nationally known museums, - Maine Lighthouses Shakes pearean theater, Maine's capital city, and an international heritage corridor. - Nature & Wildfie Kennebec & Moose River Valleys What is a Puttin? Where can they Let's Gol be seen? Maine is a birder's paradise for many reasons, butone thing that makes Maine The Maine Highlands particularly special is that that the only neering sites for driantic guffins in the United The Maine Highlands ofer excellent wildlife States. Puffins are small, extremely viewing. Here you can hike filaine's highest photographic seabirds with a black back and mountain or 's largestlake. You can head, white belly, orange legs, and feet a experience whitewater raffing or explore white face and a beak outlined in orange -pristne wilderness. Sangor is Maine's very unusual and stunning birds. second largestoly with many cultural and historic activities to entertain your family. The Islands that are puffn's needing This region is home to Saxter State Park is a grounds are Eastern Egg Rock in the Midmagnificant, 200,000-acre wilderness Coastregion, Seal Island and Mathicus preserve. Trails lead up mile-high lift. Rock arthe mouth of Penobs cor Bay, and Karahdin and the northern terminus of the Machine Seal Island and Petrilianan Island éppalachian Trail. of the downess rooset. The bearmonths to see puffins from tour boats are June and The Maine Highlands - Trip 1 July, but excursions to the Islands happen Let's Go! from May through Jugues The Name Highlands - Trip 2 Let's Gol Downeast & Acadla Downeasthlaine is filed with natural wonders — from ácadla National Park to the peaceful woods of Grand Lake Stream. Enjoy myriad lighthouses, shopping and







#### Inventory Your Assets

- Chamber and Regional Guides
- Destination Area Trainings
- Maine Invites You
- Brochure Racks
- Websites
- Newspapers
- Social Media
- Friends & Family



Where else can you learn about your assets?



## Inventory Your Assets

#### **Activity:**

Give us your 30 second elevator speech!



#### **Understand Your Customers**

- Are they travelling for business or pleasure?
- Who are they travelling with?
- What are their hobbies or interests?
- How physically active can they be/do they want to be?
- What are their expectations of this trip?

How can you learn about your customers?



#### **Understand Your Customers**

- Ask questions
- Listen closely
- Watch for clues
- Research trends
- Be knowledgeable
- Avoid stereotypes





#### **Create Tools**









# **Evaluate Your Progress**

- Surveys customer & employee
- Unsolicited feedback TripAdvisor, Facebook, Emails, Letters
- Web analytics
- Customer tracking
- Sales reports





#### Innovate

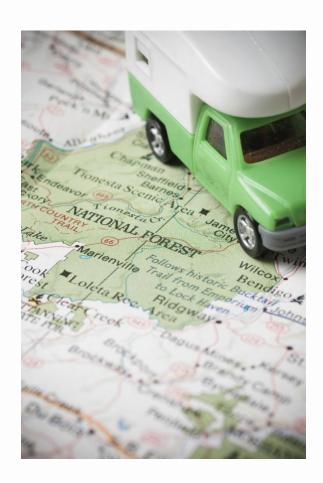
- Keep materials up to date
- Share your successes
- Develop new ideas
- Rename and refresh regularly
- Reach out beyond "borders"
- Follow trends





# Five Easy Steps

- 1. Inventory your assets
- 2. Understand your customers
- 3. Create tools
- 4. Evaluate your progress
- 5. Innovate





#### Itineraries

#### **Activity:**

Match the customers and the time of their visit with appropriate activities from your region to create a one-day itinerary or trip idea.



# What is a package?



MOT defines a package this way ....

A two-night stay with a minimum of two additional elements that are normally booked separately.



# What is a special?

MOT defines specials as ...



Pricing opportunities



## Elements of a Great Package

- Value for dollar paid not necessarily savings but time, effort, etc
- Creativity & uniqueness don't just offer store brand vanilla experiences go for Ben & Jerry's Chunky Monkey!
- Be complete, thoughtful, and personal.
   Take your time crafting the language.



#### Beware of ...

- A Bed & Breakfast including breakfast is not earth shattering news! Nor a package.
- Offering the same package year-round gets stale – change them up seasonally!
- Bundling the same experience as everyone else in your community will not set you apart!
- A pricing opportunity/special isn't the same as your rack rates with a title!



# Inspirations

#### Fly, Dine & Stay At Wilson Lake Inn (Wilton)

Come experience the scenic beauty of Maine's Western Lakes and Mountains from a unique perspective -- in a seaplane. Spectacular photo opportunities will be yours as you take in the breathtaking mountain views, sparkling lakes and ponds nestled in picturesque valleys. After your return you can explore Wilson Lake using our kayaks or canoe. Swim or fish from the dock or just unwind with a good book. Your stay will include three days and two nights lodging at our inn with breakfast and dinner certificates for two great area restaurants and a one hour scenic air flight for two. Come as a guest, leave as a friend, return as family.

Call directly to book your Fly, Dine & Stay Package today 207-645-3721 or 800-626-7463 today. Not available through online booking.

Wilson Lake Inn is ideally situated in the foothills of the Western Maine mountains, near the intersection of Routes 2 and 4 in Wilton, Maine. We are located on the shore of Wilson Lake in a quiet residential neighborhood providing our guests with a peaceful setting and a home like atmosphere to relax and unwind.



## Inspirations

Hunting And Preparing Wild Mushrooms With David Spahr (Le Vatout Bed and Breakfast, Waldoboro)

If you ever walked the woods in the summer or fall, you've spotted them: wild mushrooms in all their varied glory, growing from stumps, pushing through dried leaves, clinging to tree trunks. And then there is that earthy fragrance that envelops you as you get close... You know they are delicious. If only you knew how prepare them or, even better, how to forage for them yourself!

Midcoast Maine offers a bounty of some of the finest, from chanterelles, and black trumpets, to chicken of the woods and porcini. This package offers the quiet comfort of a small B & B far away from the maddening crowds, fresh, fabulous local food and an opportunity to learn all about wild mushrooms with the help of your own, private guide. David Spahr is not only one of best foragers in the area, but also a photographer and a professional cook. He has studied, collected, and eaten wild mushrooms all of his life and is the author of "Edible and Medicinal Mushrooms of New England and Eastern Canada". With his help we will show you how to find them, prepare them, explain what cooking techniques are best with the species you found and what foods to match them with.

The package price for two is \$800 (\$400 per person) and includes 2 full days of private instruction, 3 nights of double-occupancy lodging, 3 breakfasts, 2 lunches, and 2 fabulous dinners featuring the wild mushrooms you found. The date is your choice! Details: www.levatout.com/mushroom\_foraging.html



#### Bioluminescent Bay Night Kayak Excursion (Castine Kayak, Castine)

Experience the "Magical Mystery Tour" as written in Downeast Magazine Sept. 04 and Liz Peavey's book, MAINE & ME. Sea Kayak through the waters of the night and observe the bioluminescent dinoflagellates (tiny firefly-like creatures of the water) that light within the shallow waters of the sea as you swirl your paddle through their glowing lights. Mystified and exhilarated, return to the peaceful quiet of Castine village as you enjoy the display of the evening stars on the way back to your classic B and B.

Trip departs near sunset and returns after dark. Call for times. Offered Friday and Saturday nights or other nights by arrangement with groups of 4 or more.

Pre-book your group of 6 or more any evening and receive a 10% group discount on Kayaking excursion

Prices start at: \$240 for two (tax and gratuities not included)

http://www.castinekayak.com/getaways.htm



"Wild Moosehead By Ear" Birding Tour (Evergreen Lodge at Moosehead, Moosehead)

This unique tour gets a major upgrade in 2012. It's the perfect place & time for birding by ear. It's easier to remember bird vocalizations when you can actually watch them sing. Participants will receive audio materials prior to the tour to make it easier to learn the songs in the field. You'll spend two days in the field dodging moose and looking for over 20 species of warblers. Difficult target birds include Spruce Grouse, Black-backed Woodpecker, Gray Jay, Boreal Chickadee and Lincoln's Sparrow. This tour includes two night's lodging, all meals from Saturday morning thru Sunday afternoon, two full days of guided birding into many of the area's secret hot spots, led by the founder of the Maine Birding Trail, Bob Duchesne, and local transportation by van. The tour begins at the lodge with a Friday evening social and birding-byear workshop. It ends Sunday afternoon around 5 PM. The birding tour price is \$140/person plus room cost. Rooms and rates vary. You can go to the Evergreen Lodge's website to view guest rooms and choose the room that best meets your needs. To reserve your tour and lodging call 1-888-624-3993 (toll-free in USA). For information about the itinerary, conditions and target birds, contact the guide, Bob Duchesne, at duchesne@midmaine.com or 207-827-3782.



Argggh, Mateys! Join Us For A Pirate Sailing Adventure! (Schooner Isaac H. Evans)

Arggghh, Mateys! This trip you'll sail away into the legendary world of friendly swashbucklers, spirited pirates, scallywags, and undesirables. But beware...you may be called upon to defend the ship by fighting with swords, firing the cannon, or shooting the sling-shot with our environmentally-friendly ammo (marshmallows and bread balls). Perhaps you'll be made to walk the plank. Discover treasure and take your share of the loot. Scarf down worm sandwiches and pirate punch but...bring your own grog. Pirate costumes, a scavenger hunt, pirate booty, and lots of fun for all ages! It won't be "all pirate, all the time" but you can fulfill your fantasy to act like a pirate as much or as little as you like. "Yo, ho, yo ho, it's the pirate's life for me!" Windjamming is the perfect combination of adventure and relaxation. Each day you can help the crew as we set our course based on the wind and tides or just relax and enjoy islands, lighthouses, wildlife, new friends, and great food. You'll indulge in three hearty meals a day, one of which will be a traditional lobster bake on the beach of one of Maine's pristine islands. Each evening we will anchor in a quiet cove or peaceful harbor where you can stargaze from the deck or go exploring in one of our rowboats. When you wake in the morning to the smell of the wood stove and you wander the deck with your first mug of hot coffee, you'll think you've stepped back in time to an era when hundreds of schooners graced the waters of Maine.



#### Maine Lobster Indulgence Special (Camden Harbour Inn, Camden)

Are you visiting the stunning coast of midcoast Maine because of the delicious Maine lobster? Than this package might just include everything you are looking for!

Stay 2 nights in one of our luxurious guestrooms or suites and enjoy our a la carte champagne breakfast every morning (May we suggest our Lobster Eggs Benedict). You will be welcomed with a glass of Prosecco upon arrival. We also included a 2 hour lobster cruise on the Lively Lady Too. Your captain will haul up traps, take out the live lobsters and band them. Do you know the difference between a hard shell, soft shell, male or female and how to measure a lobster? Our Executive Chef Geoffroy Deconinck was nominated among the 100 best new chefs by Food and Wine magazine and was Maine's only contender in Tasting Table's "Lobster Roll Rumble," a benefit for Share Our Strength in New York. He will prepare a 4 course Grand Lobster tasting menu for you. This package starts at \$486 per person based on double occupancy.

#### Includes:

2 night stay in a luxurious guestroom or suite, a la carte Champagne breakfast every morning, 4 course Grand Lobster Tasting Dinner at award winning Natalie's, Welcome Prosecco upon arrival, 2 hour cruise on board of the Lively Lady Too, Turndown service including handmade Belgium Chocolates, Complimentary wireless in your room, Complimentary coffee, tea and water in your guestroom or suite, and Complimentary use of DVD library including the latest movies.



# Packages

#### **Activity:**

Find two or more partners.

Create a package with a minimum of two overnights and two additional elements.

Write a four – six sentence paragraph describing your package that makes us want to buy it right now!



# How to Connect On Visitmaine.com

- Get Listed
  - Join almost 5000 other Maine organizations and businesses listed on the site.
- Post Events
  - Add to Maine's comprehensive online calendar.
- Offer Deals
  - Submit value-added offers to potential visitors.



#### Register Profile

Registering enables you to add your Maine organizations and events to the Visitmaine website—allowing you to reach a greater audience. Please complete the form below to register.

First Name:	*
Last Name:	
Email:	
Password:	•
Confirm Password:	•
usiness Profile Details	
Phone:	•



#### Home > My Listings

#### My Listings

Welcome to your Listing Administration homepage. Here you can create and manage VisitMaine.com organization, event, and Getaway listings.

#### Help Documents

- Add an Organization
- Add Maine Getaways Package
- Add an Event.
- FreeStayMaine Program FAQs
- Update an Organization
- Maine Getaways Package Tips
- FreeStayMaine Program
- Technology Sharing Program

#### My Account



Miljan Bajic miljan@portlandwebworks.com (207) 555-5555



Update Account Information

Add a New Organization

#### My Organizations

You don't have any organizations yet. Add an Organization

# The same

Add a New Event



#### My Events

You don't have any events yet. Add an Event »



Home > My Listings > Add a New Organization Add a New Organization STEP 1 General Organization Name: Description: 750 Characters Remaining **Public Information** Contact Name: E-Mail: Provide an e-mail address to allow users to contact you using a contact form. This e-mail address will not be made public. Phone Number: Toll Free Phone: Fax: Website URL: If you provide a website URL, it will be linked from your event detail page. Reservation URL: Please only enter a reservations URL if you offer a service which allows users to make online reservations. **Mailing Address** Mailing Address:







#### Choose a Getaway Type



#### **Packages**

Packages offered on VisitMaine.com bundle a two-night stay with a minimum of two additional elements that are normally booked separately. This is intended to create an experience for the visitor such as lodging, meals, and/or an experience. Pricing should be inclusive of the elements and be for a pre-determined length of time.



#### Add a Package



#### Specials

Specials are pricing opportunities and could be any tourism product from lodging, meals, or activities promoting a single product. It is an opportunity for your business to develop sales during off-peak periods through pricing incentives.



Add a Special



Categories:	Arts & Heritage	Family Fun	Romantic Getaway
	Outdoor Adventure	Special Event/Festival	Fall Getaway
	Holiday Getaway	Ski Package	Shopping
	Guided Trip	☐ Spa	Food & Wine
	☐ Midweek	■ Weekend	Off-Peak



#### Add a New Package

Organization:	Swans Falls Campground	
	www.state.me.us/doc/parks/programs/index.html #	
Getaway Title:		
600000004865555310	75 Characters Remaining	
Date Range		
	g which this Getaway is available. It will appear in search res t in effect. If you have blackout dates, clearly identify them in th	
	Month Day Year	
Begin Date:		
	Month Day Year	
End Date:	- 0 - 0 - 0	
Getaway Details		
Low-End Price:	\$0.00	-
	Enter the low end price ("prices start at") for this Getawa	γ.
	☐ Getaway Pays Commission	
	Check this box if you agree to pay a 10% travel agent booking	
	commission on this Cetawa	γ-
Description:		
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Jest provin	1500 Characters Remaining	
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Restrictions:	1500 Characters Remaining	
575.000.00	1500 Characters Remaining	
575.000.00	1500 Characters Remaining	
575.000.00	1500 Characters Remaining 450 Characters Remaining Please include any specific restrictions that relate to you	



# How to Connect On MOTPartners.com

- Edit your listings and events
- Study industry research
- Access past MOT presentations
- Link to Welcome ME (FREE online customer service training)
- Learn about MOT advertising and PR programs



### **MOT** Workshops and Presentations

- MOT "On the Road" Presentation—MOT Team
- Working with the Motorcoach Industry Margaret
- Working with the International Market Carolann
- VisitMaine.com 101 Margaret
- PR or Social Media NMC
- Tap Into Maine Tourism Margaret
- Packaging: Tips & Techniques to Put in Your Marketing Toolbox - Margaret
- Putting It Together: How to Build Itineraries & Packages- Margaret





# Innovate & Differentiate: Strategies for Success

January 30-31

Samoset Resort

www.mainetourismconference.com



#### **Thank You!**

Covered Bridge Restaurant

Janet Sawyer,
Piscataquis County Economic Development Council

Shaunacy Cobb, Maine Woods Consortium

Margaret.Hoffman@maine.gov 207-624-9808