

Please welcome Annica Wainwright!

#BeMoreEditorial

My tried and tested (

process for fresh seasonal content





Annica Wainwright and Anna Kibbey

We help food, drink and hospitality businesses like yours really **connect with customers** and take them on a deliberate journey from first-time buyers to return customers and eventually fans and ambassadors of your brand

From journos...















...to copywriters











HAWKSMOOR







































Today, I'm going to share...

- Why I'm *quite possibly* the world's leading authority on hospitality Christmas content
- My bullet-proof idea-generation process
- The prompts that will feed your seasonal content calendar FOREVER

01

That bold claim + all I want for xmas









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And then this happened...





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covered in our 42-page guide to festive fun

02 #BeMoreEditorial

Three things not to do alone

- Apply sunscreen to the middle of your back
- Play badminton

 Publish 100+ pages of Christmas content

Find a Robin to help you...

Brainstorm

Research

Edit



... and have more fun creating better content

Start with an editorial meeting

 "Christmas in July" means your one needs to happen no later than June

There's no better time than the year before work up
 2023 while you're at it!

Debrief + edit in January

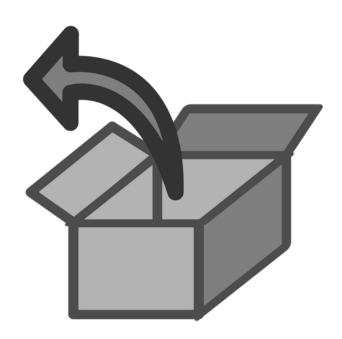
First on the agenda: ideas*



* More on that process later

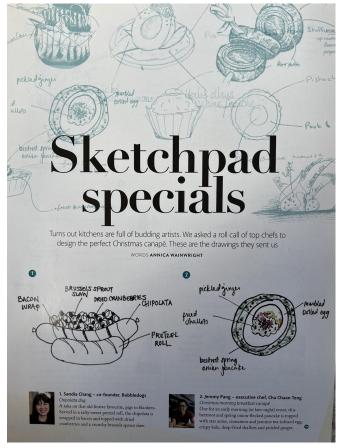
Next: pictures

You might have to think outside the box











Go do some things







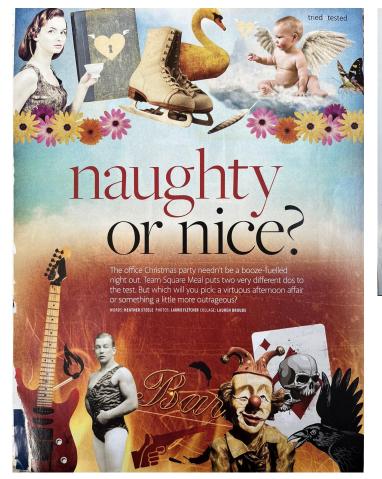








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at 4.30am. Hello, hangover. •

64 SourreMeal Christmas

very well watered.

Shake. We're big Pulp Fiction fans.

AMERICAN PSYCHO
By Ondrej Pospichal, head
bartender at MASH
25ml Buffalo Trace bourbon

THE VERDICT

Injuries sustained

Calories consumed

Team bonding

Something different?

Hangover from hell?

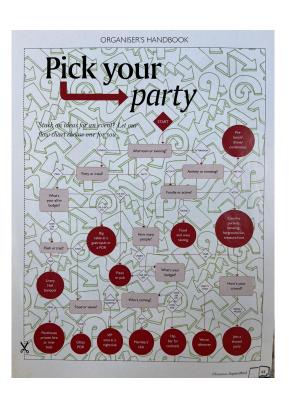
If you don't have time: do some interviews

 Hospitality businesses are full of passionate people who love to share

Tap into the knowledge of your teams

You know more than you think





Make something out of nothing





03 Channel Homer



- THE MARKETPLACE customers / players
- THE THING truths, feels
- YOUR USPsproducts / team/ relationships



Bucket 1: your playing field

- What's true about your customers at this occasion / time of year?
 Any particular wants, needs, fears, frustrations?
 Check reviews & FAQs, talk to events, reservations and site teams
- What else is going on? Who / what else is fighting for their attention?

Bucket 2: the name of the game

No, not the ABBA song, the ***thing*** and what it means to people

truths (like a kick-ass comedian)

What's their opposites?



Bucket 3: your strongest players

Set your xmas offer to one side for now and dig a bit deeper into what people about:

- Your product
- Your people
- Your place in the world

What's the 'benefit of the benefit'?



Easy as 1, 2, 3...actually, just 2

- Fill your buckets
- Filter with prompts

Yes, I've got prompts for YOU. After today, you will never have to pull your hair out over Christmas - or any other seasonal event - ever again. Promise.

No pressure!

"Discover our festive packages from £55pp including a drink reception, 3-course dinner, wine, festive decorations and a DJ"



There's a reason why we're here





Most people would only give us this bit

One more thing before we get to the prompts...



- What can we reuse / recycle?
- What feedback have we got? (reviews, press, past guests - praise / complaints)?
- What are the FAQs (FOH/reservations)
- Any special bar/kitchen requests at this particular time of year?
- What does the customer REALLY want at this time of year? What's most important?
- How do we make their life easier?
- What could we do with selling more of?
- Which details would they remember?
- How can we bring all the senses in?
- Can we make this interactive?
- What would they share on Instagram / tell their friends about?
- What can I be really specific about even if that means doing some research?
- What's in the news?
- What are we seeing everywhere all of a sudden? Anything we want to jump on? Anything we want to do OPPOSITE of?

- What would make this unmistakably ours?
- What personal stories (from the founder / business / a supplier / team member / customer) could we tell around this thing?
- How can we be less like everyone else?
- How do we add a smile?
- Any obvious cultural references (think: when was my customer 25)?
- What's the emotion we're going for?
- How can we 'Netflix' this? How will the episodes build?
- How can different channels contribute?
- How will we present it all?
- How will we sell it to the press?
- How do we make it live beyond the day of?
- What's the call-back?
- Any bolt-on sales?

Thank-you