# The Farmstand: Direct Marketing

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for great storylines in movies, it is rarely effective in business unless you have an incredibly unusual product or a to-die-for location. More often than not, most markets are not blessed with either (as perceived by the buying public). Because of this, many efforts must be made to allow the seller the chance to convince the consumer to stop, buy, and then return for more.

So whether you are selling ornamentals in the fall, freerange chicken, or apples from the orchard, you need to have a great appeal that outshines your competitors.

While not trying to downplay the importance of quality, good customer service, or variety of product, creating an attractive display can be very important to capturing the attention of customers. Often signage is used to focus the buyer on what is being oftered. Without a doubt, this is a critical piece of the marketing equation but by no means all of it. Signs tell the buyer what you have, what it will cost them, and possibly why they need it or how they can use it. All these are crucial to a sale. But someone on a quest for pumpkins for their kids wants to "see" you have them and know whether they will have a great selection! It's September, you have a roadside stand and raise pumpkins for sale, so put them out front for the world to see, not in the area on the side or behind the store. Put them up on straw bales, mixed in with corn stalks, or up on top of hay wagons. Mix in groups of hardy mums, shrubs and trees for fall planting and you have the beginnings of a good display.

Be careful when mixing to not create chaos. The point is to create eye appeal, especially from the road. But when the customer goes through the display looking for something, there should be no question about whether or not it's for sale or display purposes, what it cost, and that it is of excellent quality. And don't look at displays as something to be changed only with the seasons.

Moving larger storefront displays may take some time but seeing the same items in a very different arrangement can be an effective marketing tool and capture someone's attention driving past. With the same thought in mind, locating an outdoor display near your sign will give people a new look at a sign they may have stopped seeing because of familiarity.

In-store displays should receive the same amount of

attention, as should those on your tables if you're a member of a farmers market. Attractive displays can easily be made with items you have for sale at the moment. Even perishable items such as fresh meats in a coooler can be arranged or prepared to entice a purchase. In this case, possibly the addition of marinated products or pre-cut shish kabobs on a stick can be added to get the customer to purchase something they might have not considered on a previous trip along with something they will now tell

At farm market tables, highlight new items in a central location where you commonly see people look first or near a hot seasonal seller and offer samples if possible. If you're selling a food product, offer recipes or give written planting instructions for trees and shrubs. Always attempt to give the customer the impression of bounty so they don't feel they are purchasing the last of something and use containers that compliment

others you are offering.

your facility.

If you sell locally grown tomatoes, don't display them in recycled California produce boxes. This gives the customer mixed messages and distracts from your market appeal.

Along with creating new displays and changing them to draw and maintain interest, keep track of comments, customer reactions, and sales response that can be traced to your display efforts. Even the best of displays can be made better. Use the information you gather to give you new ideas and to gauge what the customer is looking for. Too often, in the haste of day-today business, it is easy to forget what draws the customer to your product. But with the number of direct marketing businesses now more than 5,000 in Pennsylvania and growing rapidly, your customers have plenty of choices and can easily visit someone else.

Keep the display ideas fresh, make them easy and attractive to look at, and be innovative in your use of materials.

#### TALES FROM MARKETING TOURS

The absolute worst time for you to get away from your business and tour through others has got to be during your hectic summer and fall

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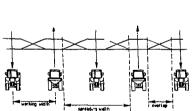


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