



By addressing the first three critical exhibiting success factors, you are well on your way to a successful exhibiting experience. Don't stop now, because there are two more factors to getting a financial return on your exhibiting investment.

CRITICAL SUCCESS FACTOR #4: MANAGE YOUR LEADS

If you're not writing orders or signing contracts at the show, and you expect to achieve a return on your exhibiting investment, it's critically important to understand that leads are the **REAL** product of the show.

At the top level, a lead can be defined as *"anybody you interact with in the exhibit and around the event that requires follow-up on your part, and that follow-up delivers value for your company"*.

The key to generating **QUALITY** leads is to make sure that each lead includes four critical factors:

- ✓ Somebody from your company personally interacted with the person
- ✓ Key qualifying questions were asked
- ✓ Answers were captured or documented
- ✓ A next step was **identified** and **agreed** upon by the visitor

1. Get together with your sales team and ask, "What information should we capture to help us better qualify and value the lead?"

- Typical information areas might include: email address, product interest & level of interest, buying role and/or influence, evaluation and/or decision team, competitors buying from or looking at, purchase timeframe or season, next action step, other?

2. Organize this information into the natural flow of conversation and create a lead qualification and capture device. Whether you use a paper form, or you rent and customize the show lead retrieval system, this will make a big difference in the quality of information you capture.

- Sample paper lead form:

The form is titled "Company OPPORTUNITY CARD" and includes a "Show: IFT 2013" header. It contains several sections with checkboxes and text input fields. Red arrows point from labels on the right to specific parts of the form:

- Contact information:** Points to the "Name", "Company", "Direct Phone", and "Email" fields.
- Relationship with company:** Points to the "Customer Prospect Suspect Other?" section.
- Marketing recon:** Points to the "How did you LEARN ABOUT EXHIBIT?" section.
- Situational questions:** Points to the "Type of COMPANY?", "Job FUNCTION?", and "Using PROPOSED SERVICE?" sections.
- Area of interest:** Points to the "GOALS/PROBLEMS?" section.
- Qualification questions:** Points to the "OPPORTUNITY?", "ROLE in Evaluation/Decision?", and "EXAMINATION Stage?" sections.
- Next action:** Points to the "TIMELINE?" section.
- Space for free hand notes:** Points to the "NOTES:" section.

At the bottom, there are fields for "Priority: A - B - C" and "Taken by:".

3. **Train your booth staff** on asking the questions in the proper sequence, and using the capture device, **before** you get to the booth.
4. To get visitors to commit to the next step, avoid assuming that they have interest. Be sure to ask the visitor *what their level of interest in your products is?, and what they think the your next step should be?*.
5. Be ready to physically give them, or email them, samples and follow-up information on the spot. Research has proven speed of response dramatically increases lead conversion rate.
6. Develop your lead follow-up plan **before** coming to the show, so you can follow-up quickly.
7. And finally, do not give up too quickly on leads. Your philosophy should be “*any lead worth taking is worth following up on*”, and that you’re going to stay in touch with each lead for as long as it takes. Be there when the buyer is ready to buy, not just when you’re ready to sell!

For a deeper dive on this critical exhibiting topic, please be sure to read these educational materials on the Exhibitor Success & ROI Center web page:

- **Read:**

- CEIR Industry Insight Report: How Exhibitors Can Improve Lead Quality & Sales Conversion
- Improving Lead Quality by Asking the Right Questions and Capturing More Information
- Closed-Loop Lead Management

The Exhibitor Success & ROI Center is your one stop place to access critical knowledge tools and resources. Please be sure to visit and share the link with everyone involved with your exhibit program.



Got Questions About Completing this Exercise?

Email your questions to IAAPA's Tradeshow Productivity Expert
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