

# Cf. Customers Crave Content

Pleasance Coddington – Cheapflights – World Travel Market 2015

#### Let's talk about content

# Thunder and Lightning. Enter three Witches, Cheapflights?



Hen shall we three meet againe? In Thunder, Lightning, or in Raine?

2. When the Hurley-burley's done,

When the Battaile's lost, and wonne.

3. That will be ere the set of Sunne.

1. Where the place?

2. Vpon the Heath.

3. There to meet with Macbeth.

I. I come, Gray-Malkin.

All. Padock calls anon: faire is foule, and foule is faire, Houer through the fogge and filthie ayre. Exempt.



# CITIES WORTH VISITING

JUST FOR THEIR AIRPORTS





#### Now let's talk about content marketing

#### \*Sorry\*

## marketing 🐠

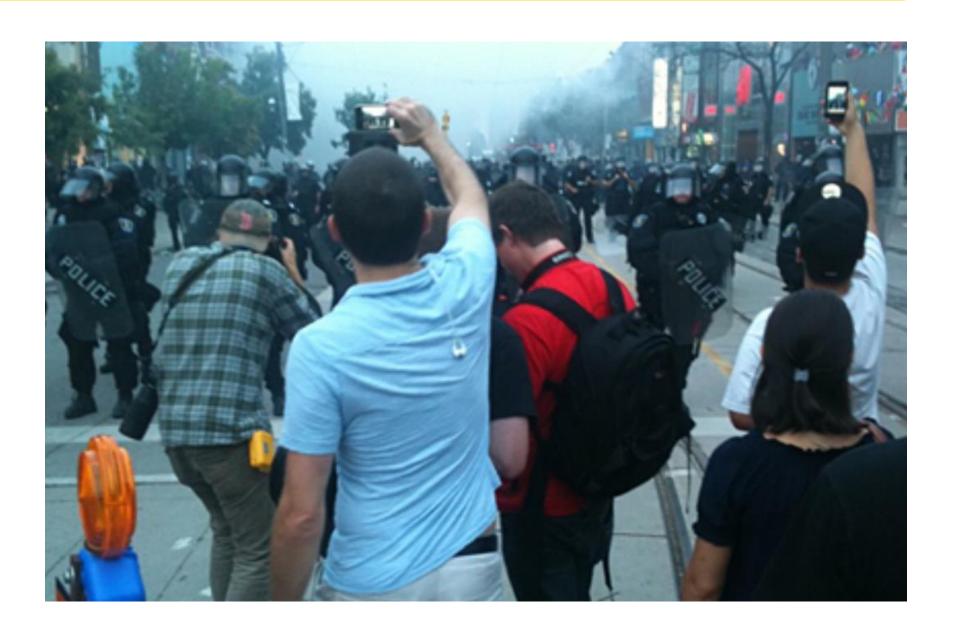
[mahr-ki-ting]
Spell Syllables

Synonyms Examples Word Origin

#### noun

- the act of buying or selling in a market.
- the total of activities involved in the transfer of goods from the producer or seller to the consumer or buyer, including advertising, shipping, storing, and selling.

The thing about content...





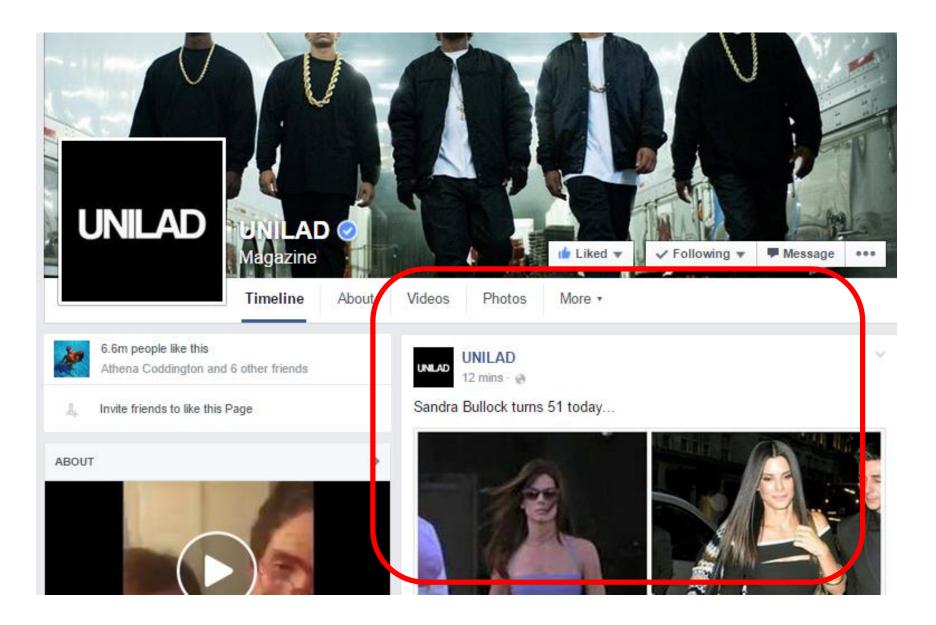
**Content marketing** has a low barrier to entry...

\*Gasp\*
\*Sorry\*



#### Just ask UNILAD

\*like\*



#### Or Metro...

\*like\*



### **Cunningham into work**



Matt Payton for Metro.co.uk Sunday 26 Jul 2015 3:42 pm





#### MUST READ

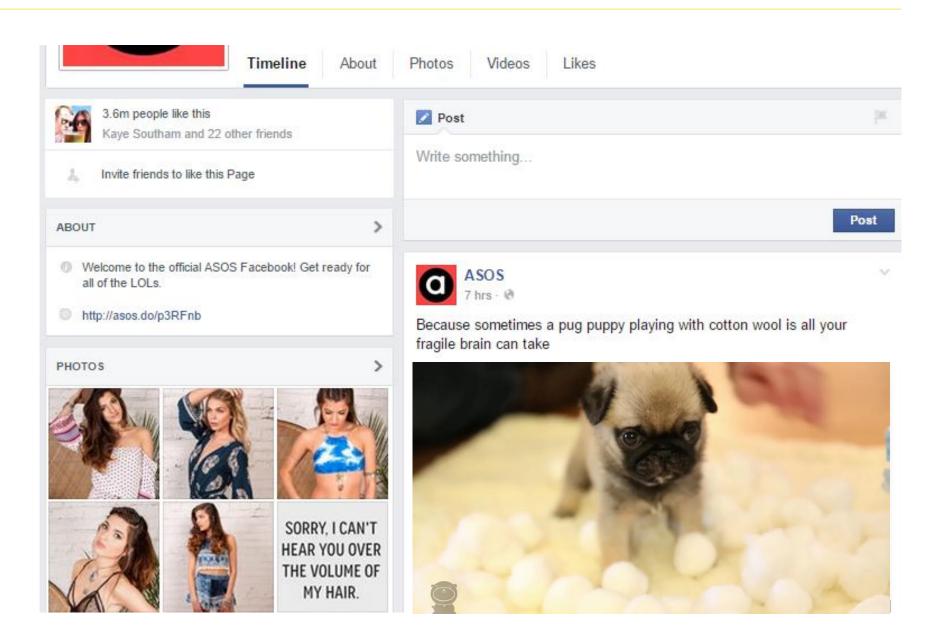


#### **Or ASOS**

\*like\*

\*like\*

\*like\*





#### **Taming the beast**



#### Let's talk about infrastructure





#### Let's talk about design

#### Planning, producing, publishing & promoting

#### **Cheapflights**→



A peek behind the curtain: First class kits unpacked >>>



#### Behind the curtain: Airline amenity kits unpacked Cheapflights

Our team of travel experts looked through, tested, photographed and rated 48 economy, business and first-class airline amenity kits from 27 top airlines.

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Bling-tastic bags, luxurious lip balms and sumptuous slippers: Inside the First Class vanity bags that reveal how the other half fly









**237** 

ing First or Business Class with Emirates, Qatar or Etihad, lavish giffs are in store

treat - their amenity kits have been ranked the worst

Forty-eight yanity bags from economy, business and First Classes from 27 of the world's top airlines have been rated on a scale of one to six - wit

Middle Eastern and Far Eastern airlines dominated the top 10 - with none of the best amenity kits coming from European airlines. Only one US airlines earning the full six-star Try me to the moon' rating.

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#### What does that look like in real life?



Why Rich People Think the P

Aren't That Poor





5 Things Amazon Wants Inve to Know About Its Earnings



Here Are the Customer Service Practices You Hate the Most

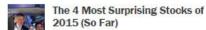


This City Has Nation's Healthiest **Housing Market** 



Amazon Wants an Air Traffic Controller—For Your Drones







**How to Handle Your Worst Work Nightmares** 





**EVERYDAY MONEY AIRLINES** 

#### Two of America's Most Expensive Airports lust Recame the Cheanest









Northern Kentucky (CVG) and Atlanta (ATL), where average domestic fares run \$199 and \$231, respectively. Last year, CVG and ATL ranked #77 and #74 in

the country in terms of average flight prices. Several other big cities made significant leaps in terms of affordability ranking too: Chicago-O'Hare, Philadelphia, New York-LaGuardia, and Cleveland all landed in the top 10 in 2015, while none was ranked higher than #31 a year ago.



Delta Airlines passenger jet and service truck at Atlanta International Airport .

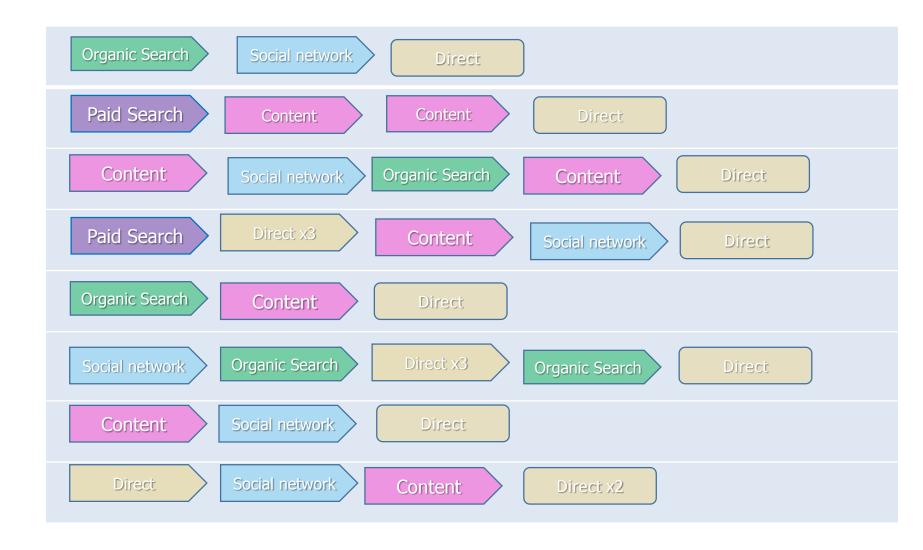
Steve Allen-Alamy



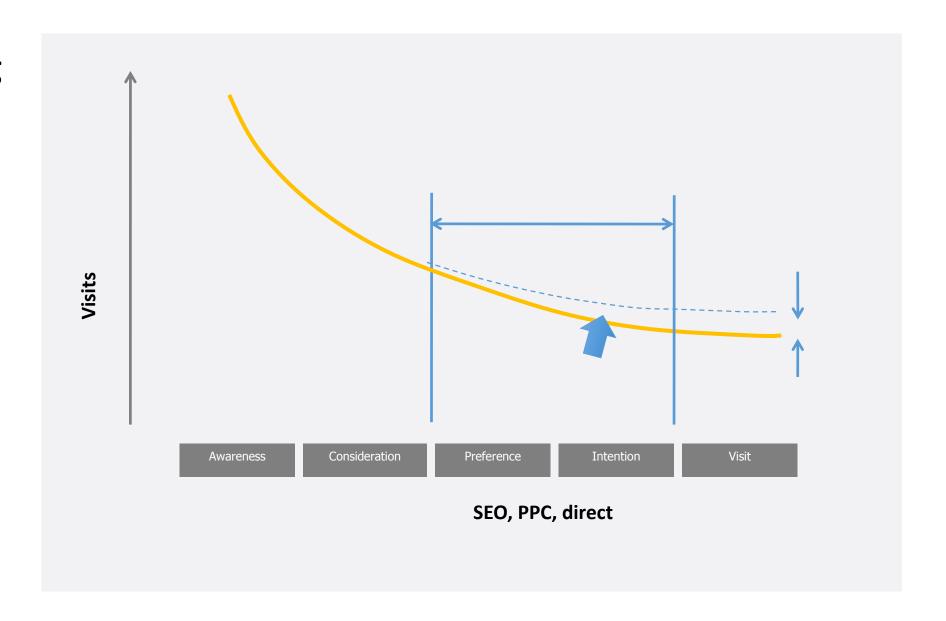


#### What does that mean for the business?

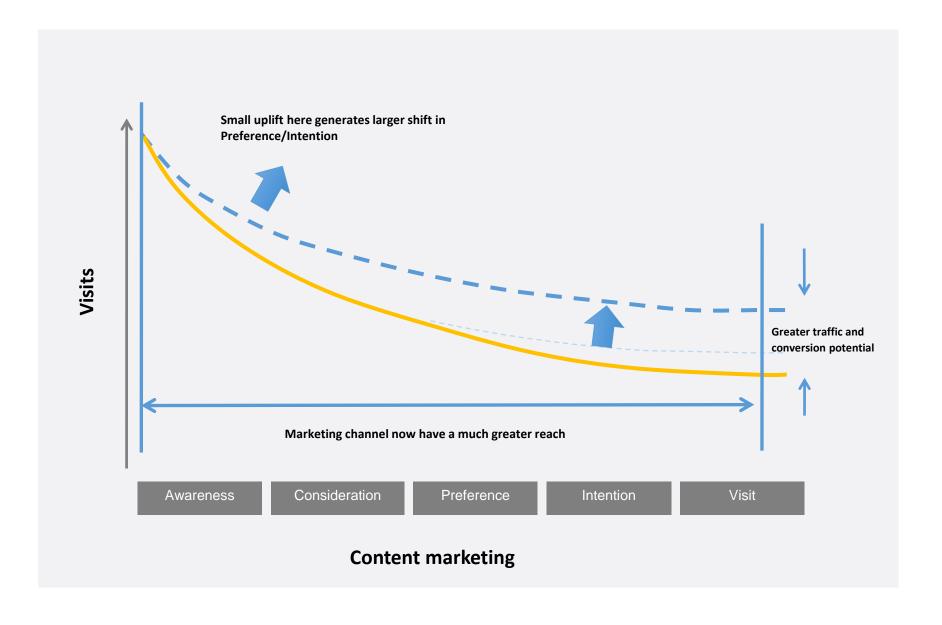
# The hidden impact of content on the path to conversion



# Travel purchasing funnel



# Travel purchasing funnel





#### Thank you. @Cheapflights @iPleasance

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