



ANALYSIS BASED ON DATA FROM SRI, NFO COMMUNICATIONS AND SIMMONS.

Janitor Service

9 Reasons Why You Need a Strong Yellow Pages Program

one Relevant-Yellow Pages are Used!

22% of active shoppers for janitor services go to the heading for help.

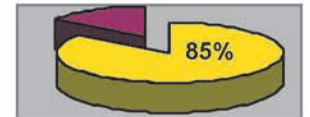
(NFO AD:Impact, 2001).



two Ready-to-Buy

Heading users are ready-to-buy...85% of heading users make a purchase. No other medium can boast this high of a follow-through.

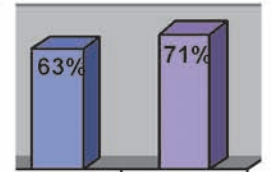
(Statistical Research, Inc., 2001)



three Decision-Impacting

63% of users make a decision based on information in the heading. 71% of users view multiple ads when they consult the heading.

(Statistical Research, Inc., 2001)



four Brings in Great Customers

The heading is used—12 million references per year. Users tend to be businesses and young to middle aged females who are well educated and have moderate incomes:

- 65% of usage is for business purposes
- 65% of usage is by females
- 67% of usage is by people age 25-49
- 57% of usage is by people with college or graduate education
- 68% of users have incomes over \$25,000

Heading users frequently spend more on janitorial services than the average customer.

(Statistical Research, Inc./Simmons, 2001).

five Recent

Yellow Pages are your last chance to affect a customer's decision. The last advertising impression has the greatest impact on consumer decisions.



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six | Good for Your Business

Yellow Pages bring in new customers—**38%** of purchases are from new customers. Yellow Pages bring revenues to your business—the average janitor services display ad delivers **\$25,000** in sales revenues from heading users.

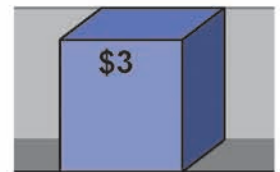
(Statistical Research, Inc./CRM Associates, 2001).



seven | Great for Your Bottom Line

Yellow Pages are your best investment for growing sales! The typical janitor services display ad generates **\$3** of sales revenue for every **\$1** spent on Yellow Pages.

(CRM Associates, 2001)



eight | Competitive

You pay less per customer for Yellow Pages than you pay for most other advertising media. *(CRM, Associates, 2001).*

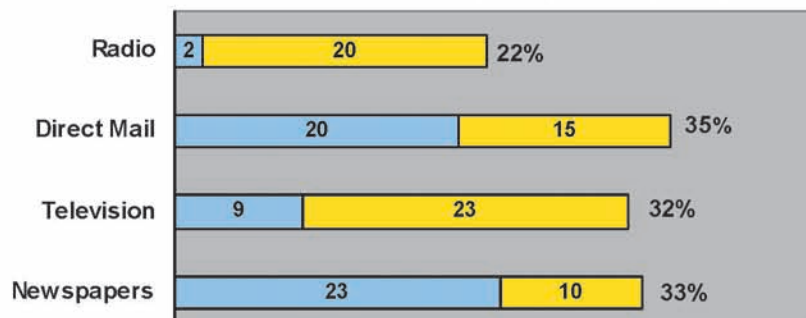
Cost Per Client Influenced:



nine | Works Well with Other Media

Expands the reach of key media to active shoppers. Build brand and stimulate demand through other media—catch the consumer at purchase time through the Yellow Pages! Reach customers not reached through other media. *(NFO AD:impact).*

Chart shows how additional customers can be reached by adding Yellow Pages to your media mix



% of individuals who use the medium

Extended reach by adding Yellow Pages