

The Thank You Economy (Enhanced Edition)

By Gary Vaynerchuk



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If this were 1923, this book would have been called "Why Radio Is Going to Change the Game" . . .

If it were 1995, it would be "Why Amazon Is Going to Take Over the Retailing World" . . .

The Thank You Economy is about something big, something greater than any single revolutionary platform. It isn't some abstract concept or wacky business strategy—it's real, and every one of us is doing business in it every day, whether we choose to recognize it or not. It's the way we communicate, the way we buy and sell, the way businesses and consumers interact online and offline. The Internet, where the Thank You Economy was born, has given consumers back their voice, and the tremendous power of their opinions via social media means that companies and brands have to compete on a whole different level than they used to.

Gone are the days when a blizzard of marketing dollars could be used to overwhelm the airwaves, shut out the competition, and grab customer awareness. Now customers' demands for authenticity, originality, creativity, honesty, and good intent have made it necessary for companies and brands to revert to a level of customer service rarely seen since our great-grandparents' day, when business owners often knew their customers personally, and gave them individual attention.

Here renowned entrepreneur Gary Vaynerchuk reveals how companies big and small can scale that kind of personal, one-on-one attention to their entire customer base, no matter how large, using the same social media platforms that carry consumer word of mouth. *The Thank You Economy* offers compelling, data-driven evidence that we have entered into an entirely new business era, one in which the companies that see the biggest returns won't be the ones that can throw the most money at an advertising campaign, but will be those that can prove they care about their customers more than anyone else. The businesses and brands that harness the word-of-mouth power from social media, those that can shift their culture to be more customer-aware and fan-friendly, will pull away

from the pack and profit in today's markets.

Filled with Vaynerchuk's irrepressible candor and wit, as well as real-world examples of companies that are profiting by putting Thank You Economy principles into practice, *The Thank You Economy* reveals how businesses can harness all the changes and challenges inherent in social media and turn them into tremendous opportunities for profit and growth.



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Editorial Review

Amazon.com Review

Amazon Exclusive: Gary Vaynerchuk on The Thank You Economy

The Thank You Economy is much more than saying "thank you." The Thank You Economy represents a much bigger movement. This book could easily have been called *The Humanization of Business or Manners Marketing*.



I feel that we're living through the biggest culture shift of our time. The internet, itself, is 17-years-old. It's just hitting the social part of its life. It's just like growing up. As you get to 13, 14 and 15, you want to go out and go to parties. That's what's happening right now! The internet is growing up.

What happens when we live in this word of mouth world where we're tweeting out "I love Company X's orange juice"? We're sharing thoughts that we never would have picked up the phone and called somebody about in the past. What happens when brands can be humanized? In *The Thank You Economy*, I tackle the issue of the ROI of social media and provide case studies. I think we wrote a much, much stronger book than I did with *Crush It*. When I say we, I mean the people in the social graph--the people that are living it.

There is enormous ROI in social media. It's like my famous saying though, "What's the ROI of your mother?" The data isn't as black and white like it has been in the past. I firmly believe that the brands that have a soul and a heart and understand how to scale this will win.

This is a comprehensive book from a guy that has lived in the social space for the last 6 years like I have. I live and breathe my community and I've been able to consult with big brands for the past two years on how to leverage this world of caring. This is the perfect book, not only for entrepreneurs who might have an employee or two, but also for brand managers and CMOs at bigger companies.

From the Back Cover

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About the Author

Gary Vaynerchuk is a serial entrepreneur who has revolutionized the way people look at interacting with their communities. While building his family's local liquor store into a national industry leader, he observed the extraordinary potential of what he has dubbed the Thank You Economy. As a consultant, he introduced those same principles into the business world at large, with successful applications in sports, consumer packaged goods, and retail. Askmen.com named Gary to its list of the Top 49 Most Influential Men of 2009, and he was included in *BusinessWeek*'s list of the Top 20 People Every Entrepreneur Should Follow.

Users Review

From reader reviews:

Cornelius Ryerson:

Do you have favorite book? If you have, what is your favorite's book? Reserve is very important thing for us to find out everything in the world. Each e-book has different aim or even goal; it means that publication has different type. Some people feel enjoy to spend their time to read a book. They are really reading whatever they get because their hobby is definitely reading a book. Consider the person who don't like reading a book? Sometime, man feel need book if they found difficult problem or perhaps exercise. Well, probably you should have this The Thank You Economy (Enhanced Edition).

Charlsie Sprouse:

Playing with family inside a park, coming to see the ocean world or hanging out with pals is thing that usually you might have done when you have spare time, and then why you don't try factor that really opposite from that. Just one activity that make you not feeling tired but still relaxing, trilling like on roller coaster you are ride on and with addition of information. Even you love The Thank You Economy (Enhanced Edition), it is possible to enjoy both. It is very good combination right, you still want to miss it? What kind of hang-out type is it? Oh can occur its mind hangout people. What? Still don't get it, oh come on its called reading friends.

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