



You're in the home stretch now! The first four exercises helped you address the critical exhibiting success factors and build a firm foundation for executing an effective and profitable exhibiting program.

You've probably heard the old saying "*what gets measured, gets done.*" Now we're going to discuss some simple exhibiting performance metrics you can use to assess your exhibit performance, value received and Return on Investment.

### **CRITICAL SUCCESS FACTOR #5: MEASURE YOUR PERFORMANCE & ROI**

1. **Refer back to your three SMART exhibiting goals and assess progress made toward each goal.**
2. **Use the [Exhibiting Cost Control tool](#) to track where your exhibiting dollar was spent.** Compare it to the benchmarks and determine if you were over or under budget in each major spend area.
3. **Use the [Exhibiting & Financial Performance Metrics tool](#) to determine how your exhibit program performed.** At a minimum, be sure to calculate the metrics shown below.
4. **Compare your actual exhibit interactions to your Exhibit Interaction Capacity goal.** A quick and easy way to do this is to multiply your lead count 2.4 (an industry benchmark-stop to literature ratio).
  - a. Example: 50 leads x 2.4 = 120 Interactions.
5. **Calculate your Cost Per Interaction** by dividing your total show investment by the number of interactions.
  - a. Example: \$10,000 investment/120 interactions = \$83 Cost Per Interaction
  - b. As a benchmark, the average cost of a field sales call is \$596 - \$1,114. (Source: CEIR)
6. **Calculate your Cost Per Lead** by dividing your total show investment by the number of leads captured.
  - a. Example: \$10,000 investment/50 leads = \$200 Cost Per Lead
  - b. As a benchmark, the average cost of a tradeshow lead is \$283 (Source: Exhibit Surveys)
7. **Calculate Potential Lead Revenue Value** of your leads by multiplying the number of leads captured by your average sale amount.
  - a. Example: 50 leads x \$2,500 average sale amount = \$125,000 Potential Lead Revenue Value
8. **Calculate Potential Lead Value ROI** by dividing the Potential Revenue Value by your total show investment.
  - a. Example: \$125,000/\$10,000 investment = \$12.5 to \$1 Potential Lead Value ROI
9. **Calculate Hard Dollar Return on Investment** by tracking leads that convert to sales over time and comparing to total show investment.
  - a. Example: \$65,000 sales from lead conversions/\$10,000 investment = \$6.50 to \$1 Hard Dollar ROI

As you can see from these measurement exercises, tradeshow deliver significant cost savings in terms of face-to-face contact, and a potentially high return-on-investment, when executed properly.

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

- **Participate in the live webinar or view the webinar replay:**
  - Inside YOUR Exhibiting Numbers: *Best Practices for Measuring Exhibiting Performance, Value and ROI*  
Live Webinar: Wednesday, March 26, 2019      2:00 pm - 2:45 pm Eastern  
Registration Link: <https://attendee.gotowebinar.com/register/3733404221572651267>
  
- **Download:**
  - Exhibiting & Financial Performance Metrics Tool (Excel Spreadsheet)

We sincerely hope you completed all five of these strategic planning exercises, and you use these powerful planning exercises, not just for Sweets & Snacks Expo, but for every show you do going forward.

Best wishes for success at Sweets & Snacks Expo. We look forward to seeing you there and hope you have a productive and profitable experience!



**Got Questions About Completing this Exercise?**

Email your questions to NCA's Tradeshow Productivity Expert  
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