

Who is your audience?

Perhaps the most basic question you have to ask yourself before creating any marketing/communications materials is:

Who is my target audience?

The more you know who they are, where they are and what they need, the better your materials will be.

And yet. A couple of days ago, I was driving down Massachusetts Avenue in Northwest D.C. and saw a sign outside of a church that made me wonder.

The sign said:

*English Classes Available. Please Call [telephone number] to
Enroll.*

Now, if you need to learn English, can you read English? Nope. Is the audience for this sign people who know people who need to learn English? Perhaps. I would think this sign would be more effective if it were written in the language of the people you are trying to target, don't you think?