## <u>KingDuri</u> <u>Customer Persona</u>

### Wong Ee Je, KAGC ID: 611041 Angel Chang Jia Qi, KAGC ID: 611039 March 12, 2025



# <u>Company</u> <u>Background</u>

(Slogan) : The King of Taste

•KingDuri (KD) is a brand specializing in premium fresh durians, headquartered in Kuala Lumpur, Malaysia, with its supply chain sourced from the finest durian farms in Pahang. We are committed to delivering the highest quality durians through luxurious packaging and rapid cold-chain delivery, ensuring that every customer can enjoy the purest and freshest durian experience at home.

•We adopt an **"Farm-to-Table + Social Commerce + Express Delivery"** innovative business model, ensuring that **every durian is harvested and delivered to customers within 24 hours**, preserving its optimal flavor.



# <u>Overview</u>

 The premium fresh packaged durian market in Malaysia, focusing on Musang King, Black Thorn, and D24, is growing due to increasing urban disposable income, strong cultural demand, and the rise of e-commerce. Key regions such as Pahang, Kuala Lumpur, and Selangor drive sales, with platforms like Shopee, Lazada, TikTok, and XiaoHongShu playing a crucial role.





1. Rising Affluent Consumers – Higher spending power boosts premium durian sales.

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2. E-commerce & Social Media Influence – Digital platforms drive convenience and sales.

# Business Drivers



3. Hygiene & Packaging Demand – Packaged durians offer a cleaner alternative.



4. Strong Preference for Musang King & Black Thorn – Leading varieties due to taste and branding.



5. Influencer & Live-Streaming Sales – TikTok and XiaoHongShu enhance reach.



# Market Size

- The durian industry was valued at RM4.2 billion in 2022, with 30% from premium durians.
- The segment has grown at 8-12% CAGR and is projected to reach RM 6.5 billion by 2030.
- 60% of online premium durian sales come from Kuala Lumpur and Selangor.
- Customer demographics: 50% Chinese, 30% Malay, 20% Indian consumers.

# Key Challenges

#### Market Challenges



### Key Players & Competitive Landscape

**Durian Hill** – Focuses on premium packaging and branding, selling via online channels and retail outlets.

**Durian Man SS2** – Strong presence in Selangor with a mix of in-store and online sales.

**DKing** – Specializes in packaged Musang King durians, targeting mid-to-high-income buyers.

**Small farm sellers on Shopee & TikTok** – Independent sellers leveraging social media for direct sales.



## **The Product Categories**



DK Royal Durian Gift Box 500g **RM218.00**  Fresh Musang King Durian Pulp 300g **RM69.00**  Fresh Black Thorn Durian Pulp 300g **RM110.00**  Fresh D24 Durian Pulp 300g **RM33.00** 

### STP Strategy : Segmentation



**Demographic:** Middle to high-income consumers, primarily in urban areas (KL, Selangor, Pahang), with 50% Chinese, 30% Malay, and 20% Indian consumers.



**Psychographic:** Health-conscious, convenience-driven, and experience-seeking buyers.



**Behavioral:** Frequent e-commerce shoppers, preference for premium quality and branded packaging.

# STP Strategy : Targeting

# 01

Primary Market: Affluent urban Chinese professionals and gourmet enthusiasts who value exclusivity and quality. 02

Secondary Market: Middle to upper-class Malay consumers engaged in social media commerce.

# 03

Niche Market: Indian consumers and corporate buyers looking for premium gifting options.

# STP Strategy : Positioning



**Luxury & Exclusivity:** Branding as the "Louis Vuitton of Durians" – offering only the finest Musang King and Black Thorn, sourced directly from premium farms in Pahang.



**Authenticity & Quality Assurance:** Implementing QR code verification for farm-to-table transparency, ensuring authenticity and freshness.



**Digital-First Strategy:** Leading in social commerce by utilizing TikTok Shop, XiaoHongShu, and Instagram Live to engage buyers with immersive, influencer-driven experiences.



**Premium Packaging & Experience:** Offering high-end, vacuum-sealed, and elegantly designed durian boxes for gifting and convenience.

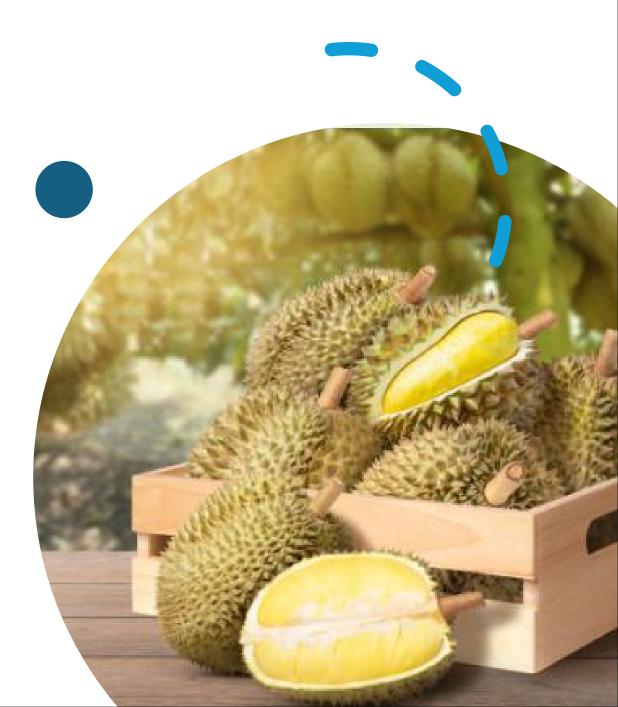
## Unique Selling Propositions (USPs)

- Farm-to-Table Freshness Guarantee Directly sourced from the best durian farms in Pahang, ensuring superior quality and maximum freshness.
- Luxury Packaging & Presentation Premium vacuum-sealed boxes with an elegant design, making them ideal for gifting and high-end consumption.
- Certified Authenticity & Transparency QR code scanning system for buyers to trace the origin and quality of their durians.
- Exclusive Premium Varieties Specializing in rare, top-tier durian types like Black Thorn and Musang King, ensuring limited, high-value supply.
- Social Commerce & Influencer-Driven Sales Leveraging TikTok Live, XiaoHongShu, and Instagram influencers to drive credibility and customer engagement.
- Customized Corporate & Seasonal Gifting Special editions for festive seasons, designed to appeal to corporate clients and premium gift buyers.

# Marketing Strategy

### **Social Commerce & Live Selling**

- **Goal:** Build a viral durian brand through social media and live streaming.
- **Platforms:** TikTok Shop, Instagram Live, Facebook Live, XiaoHongShu
- Key Content Direction:
  - **Short videos** Show durian freshness and texture.
  - Live selling "Freshly opened & tasted" to boost urgency.
  - Limited-time discounts Encourage impulse buying.
  - User challenges & reviews Viral content for more exposure.



# Marketing Strategy

#### **Seasonal Promotions & Gift Boxes**

- **Goal:** Capture festive and corporate gifting markets.
- Key Festive Products:
  - CNY "Dragon Year Black Gold Gift Box"
  - Hari Raya "Family Sharing Pack"
  - Mooncake Festival "Durian Mooncake + Fresh Durian Gift Box"
- Key Product Direction:
  - $\circ\,$  Early bird pre-orders to secure sales.
  - Luxury packaging for corporate gifting.
  - Brand collaborations with hotels & tea brands.



## Sales Strategy



### E-Commerce & Marketplace Stores

- Goal: Maximize online presence & direct sales.
- Sales Channels:
  - Official website VIP membership & rewards.
  - Shopee & Lazada stores Trusted purchasing options.
  - WhatsApp & XiaoHongShu groups – Engage loyal customers.

## Sales Strategy



### **Express Cold Chain Delivery**

- Goal: Same-day fresh durian delivery.
- Key Logistics Solutions:
  - 4-hour delivery in KL & Selangor via Grab Express
     / Lalamove.
  - Cold-chain transport keeps durian at 0-5°C.
  - VIP timed delivery available (extra RM 20).

# The Customer Personas of "DuriKing"



Customer Persona: Li Wei (李伟) – The Affluent Durian Enthusiast

#### Narrative of Life Story & Daily Journey

Li Wei, **42, a financial consultant in Mont Kiara**, **Kuala Lumpur**. values **quality, convenience, and premium experiences**. He enjoys **fine dining and luxury foods**, often buying high-end products online due to his busy schedule.

One evening, while browsing **TikTok and Instagram**, he discovered **KingDuri's DK Royal Durian Gift Box**. The **black-gold luxury packaging and farm-to-table freshness guarantee** caught his attention. Intrigued, he placed an order via **KingDuri's Shopee store**.

Over the weekend, Li Wei served the **DK Royal Durian Gift Box (Musang King + Black Thorn)** at a family gathering. The **elegant presentation**, **premium taste, and hassle-free experience** impressed his guests, making **KingDuri his go-to brand** for personal indulgence and gifting.

Prepared by:Wong Ee Je



Demographic Information Age: 42 years old Gender: Male Location: Kuala Lumpur, Malaysia Occupation: Senior Financial Consultant Socioeconomic Status: High-income (Monthly income RM 20,000+) Marital Status: Married with two children Sexuality: Heterosexual

### Persona #1 – Li Wei

Personality (MBTI or Local Equivalent) ◇ MBTI Type: ESTJ (Executive) – Logical, efficiency-driven, values quality and reliability.

 Practical & Efficiency-Driven – Prefers premium, wellbranded products that offer convenience and reliability.
 Quality-Conscious & Trust-Oriented – Values authenticity, expects QR code verification, and avoids counterfeit products.
 Luxury & Status-Focused – Seeks exclusive, high-end experiences that reflect his success, especially in food and gifting.

#### ☆Behavioral Insights:

- Regularly shops for premium food via **Shopee & Lazada** due to time constraints.
- **Prefers same-day delivery** and is likely to abandon cart if shipping takes too long.
- Engages with TikTok & Instagram ads before purchasing luxury food items.

#### Preferred Communication Channels

Shopee & Lazada – Accustomed to purchasing from official flagship stores to ensure authenticity.
 WhatsApp & Email – Prefer to directly consult with brand customer service to understand all details before placing an order.

Brand Official Website – Prefer direct sales by the brand, hoping to obtain **exclusive** benefits such as membership privileges and pre-sale activities.

#### **Pain Points**

Authenticity Concerns – He worries about getting fake or low-quality Musang King durians. Convenience – Busy lifestyle means he has no time to visit durian stalls, prefers reliable delivery. Freshness Guarantee – He fears receiving stale or unripe durians, wants farm-to-table quality assurance.

#### Potential Objections Toward the Brand

**X**"Why should I trust KingDuri?" – Needs strong proof of authenticity, such as QR-code traceability.

X"Is it worth the premium price?" – Expects top-tier quality, packaging, and experience.

**X**"Will the delivery be reliable?" – Wants same-day delivery with a freshness guarantee.

#### 

✓ Discover exclusive and premium food experiences to enhance his lifestyle.

✓ Find a reliable high-end durian supplier for personal and gifting purposes.

✓ Enjoy stress-free shopping with convenient delivery services.

#### @Long-term:

✓ Maintain a premium lifestyle that reflects success and exclusivity.

✓ Achieve greater career milestones, aiming for an executive position.

✓ Ensure his children excel academically, securing their future.



### The Customer Personas of "DuriKing" Persona #2 – Charis (The Story)

Charis starts her morning with a matcha latte while strolling through Instagram, liking posts about durian desserts. During lunch, she chats with her colleagues about her latest food delivery experience. After work, she relaxes by watching TikTok food reviews, and a KingDuri ad for Musang King catches her attention. Intrigued, she clicks the ad, reads the positive reviews, and adds a combo set of Musang King and D24 to her Shopee cart. Before checking out, she sends a screenshot to her sister to confirm the order.



#### Demographic Profile

- Age: 32
- Gender: Female
- Location: Petaling Jaya, Selangor
- Ethnicity & Language: Chinese, speaks Mandarin, Cantonese, and
- English
  - Marital Status: Single
  - Household Size: 2 (Lives with younger sister)
  - Income: RM8,500/month (Upper M40)
  - Occupation: Marketing Executive at a fashion brand
  - Residency: Rents a modern condo in a high-rise building

#### • Lifestyle & Habits

☑Loves exploring food trends on Instagram and TikTok.

Prefers high-quality, authentic food experiences.

Enjoys gifting premium products during festivals (e.g., CNY, Mid-Autumn).

- Balances indulgence (bubble tea, desserts) with a healthy diet.
- Frequently shares food reviews on Instagram.
- Attracted to modern, minimalist packaging.

### Persona #2 – Charis

#### • Goals

#### Short-Term:

O Find a reliable premium durian brand for cravings and sharing.

O Try different durian varieties without visiting a store. Long-Term:

Become a trusted source for durian recommendations.
 Discover exclusive durian varieties (e.g., Musang King XO).

#### Pain Points (Durian)

Sinconsistent quality — worried about overripe or tasteless durians.

♦ Concerns about hygiene and freshness with online delivery.

♦ Finds premium durians overpriced.

OLong delivery times during durian season.

 $\bigcirc$ Hard to store durians without the smell lingering.

#### Buying Behavior

- **MBTI:** ENFP Outgoing, values authenticity.
- Spending: Willing to spend on premium durians but expects good value.
- Risk Tolerance: Moderate trusts influencer recommendations.

- **Brand Loyalty:** Prefers brands with strong social presence and positive reviews.

#### Decision Channels

◯Instagram, TikTok (food reviews, mukbangs)

- Lifestyle blogs (SAYS, KL Foodie)
- Friends and family recommendations
- Shopee, Lazada for convenience and reviews

#### Potential Objections

(\*) Pricing — Might find KingDuri expensive compared to local vendors.

 $\ensuremath{\mathfrak{C}}$  Freshness — Worries about freshness with online orders.

Delivery — Concerned about delays or damaged packaging.

Prepared by: Angel

## **Content Calender For July 2025**

	Calendar						– 0 ×
Ξ	$\uparrow \downarrow$ July 2025				년 Toc	lay 🗖 Day 🛱 Week	📰 Month 🔳 Year 😶
+	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	6/29	30	7/1 How to Tell If Your Musang King	2	3 Busy KL Life? Get Premium Musa	4	5 Final Musang King Harvest – Lim
	6	7 Musang King 101: Everything You	8	9 Soft vs. Firm Durian – Which Typ	10	11 KingDuri: From Tree to Table – M	12
	13 Durian + Rice? Try This Tradition:	14	15 Office Durian Day: Treat Your Tea	16	17 How to Store Durian to Stay Fres	18	19 Real Customer Review: "Best Dur
	20	21 3 Quick Checks for Real Musang	22	23 KingDuri x Shopee Sale – Limited	24	25 UGC Contest: Share Your First Bit	26
କ୍ଷ ଜୁ	27 Email: How to Choose Between X	28	29 End-Month Reminder: Stock Alm	30	31	8/1	2
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Content Marketing Assignment 3 – Content Creation

Wong Ee Je, Jackson KAGC ID: 611041 Apr 18, 2025



# Overview

 This presentation showcases five integrated branded content executions for KingDuri, tailored to the persona Li Wei, a busy, high-income professional in Kuala Lumpur. Each content piece is aligned with the Awareness and Consideration stages of the consumer journey and addresses key decision-making pain points: authenticity, freshness, and convenience.

### **Key Deliverables**

- Short-Form Video: 3 Quick Checks for Real Musang King Durian
- Long-Form Video: KingDuri: From Tree to Table Malaysia's Trusted Musang King
- Facebook Post 1: How We Guarantee Freshness Every Box, Every Time
- Facebook Post 2: Durian + Rice? Try This Traditional Combo
- Landing Page Blog: Real Customer Review: 'Best Durian I've Ever Tasted'

# Strategic Objective

**Primary Platform:** Facebook

**Target Persona:** Li Wei (Financial Consultant, 42, Mont Kiara)

Journey Stages Covered: Awareness  $\rightarrow$  Consideration

**Content Goals:** Follower Engagement & Lead Generation

"Stress-free, trusted durian gifting – because Li Wei deserves only the best."

### **Short-Form Video** 3 Quick Checks for Real Musang King Durian(up to 30s)

**Platform:** Facebook (Reels Compatible)

**Solution Solution Solution** 

**Objective:** Lead Generation

Metrics: Engagement Rate, Video Views, CTR, Link Clicks

#### Scared

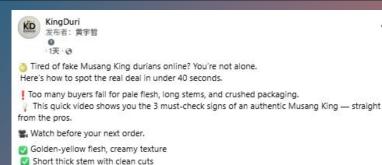
# Short-Form Video & Post Copy :

- Ö Tired of fake Musang King durians online? You're not alone. Here's how to spot the real deal in under 40 seconds.
- **!** Too many buyers fall for pale flesh, long stems, and crushed packaging.

<sup>©</sup> This quick video shows you the 3 must-check signs of an authentic Musang King — straight from the pros.

- 🖀 Watch before your next order.
- Golden-yellow flesh, creamy texture
   Short thick stem with clean cuts
   Cold-chain box = fresh every time
- WKingDuri delivers real Musang King durians, freshly packed and delivered within 24 hours across Klang Valley.
- Tap now to order the durian you deserve:
   <u>https://kingduri.mystrikingly.com</u>
   RM10 OFF your first order limited time only!
- #Hashtags

#MusangKing #BuyDurianOnline #DurianDeliveryMalaysia #RealMusangKing #KingDuri #BuyRealMusangKingDurian #BestDurianMalaysia #PremiumMusangKing



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### Illustration – Social Media Post

#### Copy:

**Tired of fake Musang King durians online? You're not alone.** 

Here's how to spot the real deal in under 40 seconds.

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### **Long-Form Video** KingDuri: From Tree to Table – Malaysia's Trusted Musang King(up to 3min)

**Platform:** Facebook (Longform Video)

**↔ Journey Stage:** Awareness

**Objective:** Follower Engagement

**Metrics:** Video Completion Rate, Engagement, Shares, Reach



# Long-Form Video & Post Copy :

- Tired of rolling the dice with online durian orders?
- This is the story of how real Musang King gets from tree... to your table. Ŏ
- Too many buyers get pale, dry, or unripe durian labeled as "Musang King."
- But at **KingDuri**, we do things differently.
- From sunrise orchards in Pahang
   To expert quality checks
   To full cold-chain packing & 24-hour delivery
- This is premium durian, done right.
- Strand over 10,000 happy orders and counting.
- Ready to experience the real deal?
   Tap to order now & get RM10 OFF your first box:
   <u>https://kingduri.mystrikingly.com</u>
- Fresh. Verified. Delivered fast.
   KingDuri From Tree to Table.
- Hashtags:

#MusangKing #DurianMalaysia #BuyDurianOnline #DurianDeliveryMalaysia #KingDuri #RealMusangKing #Tree-To-TableDurianMalaysia #FreshnessGuaranteed #QualityDurianQC



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### Illustration – Social Media Post

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#### 查看成效分析和广告

### **Facebook Post #1** How We Guarantee Freshness – Every Box, Every Time

**Platform:** Facebook

**Sourney Stage:** Consideration

**Objective:** Lead Generation

Metrics: Form clicks, link taps, post saves

### Facebook Post #1 & Post Copy:

- It looked amazing on the app... but the durian that arrived? Dry, bland, and already splitting." We've all been there.
- That's why **KingDuri** was built to change the game. We go way beyond "just another delivery"—we built a **farm-to-box freshness system**.
- Every Musang King is handpicked right after it naturally falls—no forced ripening
   Our 5-point QC check filters out any underripe or overripe fruits
   Each durian is vacuum-sealed at the orchard, preserving peak aroma & texture
   Stored in insulated boxes and delivered in under 24 hours
- So when you open your KingDuri box—it smells like it was just picked. No disappointment. No stale fruit. Just **pure, golden Musang King**.
- Your time matters. So does your durian.
   Tap below to see how we guarantee freshness in every box → <a href="https://kingduri.mystrikingly.com">https://kingduri.mystrikingly.com</a>
   #FarmToBoxDurianMalaysia #freshnessGuaranteed #QualityDurianQC

How We Guarantee Freshness – Every Box, Every Time

#### 🗸 Handpicked

- ✓ 5-point QC check
- 🗸 Vacuum-sealed
- Delivered under 24 hours

Tap to learn how we ensure peak freshness in every box



KingDuri KD 发布者:黄字哲 0

·1天·0

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### Illustration – Social Media Post

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#FarmToBoxDurianMalaysia #freshnessGuaranteed #QualityDurianQC

KINGDURI

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KingDuri

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### **Facebook Post #2** Durian + Rice? Try This Traditional Combo

**Platform:** Facebook

**Sourney Stage:** Awareness

**Objective:** Follower Engagement / Promote Advocacy

**Metrics:** Post shares, saves, comments, UGC tags

## Facebook Post #2 & Post Copy:

- Ourian… with rice? That's how our elders enjoyed it—and it still hits today."
- Before vacuum packs and luxury gift boxes, there was a simpler indulgence.
   Sticky glutinous rice, warm and soft.
   Coconut milk, lightly salted and creamy.

Topped with rich, golden Musang King durian—fresh from the orchard.

- It's not just a combo. It's a heritage recipe that blends sweet, bold, and savory into something timeless.
- At **KingDuri**, we love sharing more than just fruit. We deliver the experience—fresh, honest, and rooted in tradition. No sugar added, no modern twist needed.
- Try it at home and tag us using #KingDuriCombo
   <u>https://kingduri.mystrikingly.com</u>
   We'd love to feature your creation on our page!
- Tradition meets premium freshness.
   Ø From orchard to table, kampung-style.

### Durian...with rice? You bet. And it's unforgettable.



#### SEO Keywords:

#DurianWithGlutinousRice #NostalgicDurianRecipeMalaysia
#KingDuriKampungExperience



Durian + Rice? Try This Traditional Combo!

"Durian... with rice? That's how our elders enjoyed it—and it still hits today."

Before vacuum packs and luxury gift boxes, there was a simpler indulgence. Sticky glutinous rice, warm and soft.

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### Illustration – Social Media Post

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### Landing Page Blog Real Customer Review: 'Best Durian I've Ever Tasted'

**Platform:** Website / Blog

**Sourney Stage:** Advocacy

**Objective:** Promote Advocacy

**Metrics:** Shares, mentions, comments, UGC submissions

## Landing Page Blog & Blog Copy:

"Real Customer Review: 'Best Durian I've Ever Tasted""

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That's what KL-based customer Darren Lim shared after trying KingDuri's premium Musang King for the first time.

A self-proclaimed durian skeptic, Darren had tried over six durian delivery platforms. Most promised "farm-fresh" Musang King — but what arrived often told a different story:

Bland, pale flesh
 Cracked or bruised packaging
 Delayed delivery, without cooling

He stopped buying online for over a year... until a friend surprised him with a **KingDuri premium gift box**.

○"It was the first time I opened a box and could actually smell the durian before I even touched it."

What stood out?
✓Deep yellow, creamy flesh
✓Natural aroma — not frozen, not stale
✓Same-day Klang Valley delivery
✓Packed cold in vacuum-sealed freshness

○ "Now I only buy from KingDuri. I've sent it to clients, friends, even my mom in Petaling Jaya."

Darren's story isn't unique. Thousands of working professionals across Klang Valley are switching to KingDuri for one reason: **consistency you can trust.** 

Whether it's a weekend treat, a thank-you gift, or a craving fix — KingDuri delivers the quality you deserve.

Want to be featured like Darren?

Share your experience with #KingDuriFans or message us your review. Let us show Malaysia how premium durian should be done.

### Illustration – Landing Page Blog Post

"Real Customer Review: 'Best Durian I've Ever Tasted'"

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That's what KL-based customer Darren Lim shared after trying KingDuri's premium Musang King for the first time.

A self-proclaimed durian skeptic, Darren had tried over six durian delivery platforms. Most promised "farm-fresh" Musang King — but what arrived often told a different story:

XBland, pale flesh Cracked or bruised packaging Delayed delivery, without cooling

He stopped buying online for over a year... until a friend surprised him with a **KingDuri premium** gift box.

igodot "It was the first time I opened a box and could actually smell the durian before I even touched it."

What stood out? Deep yellow, creamy flesh Natural aroma — not frozen, not stale Same-day Klang Valley delivery Packed cold in vacuum-sealed freshness

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April 13, 2025

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## Summary & Key Takeaways

**Objective:** Recap strategic alignment and showcase value of content planning.

Element	Strategic Justification			
Persona	Li Wei – high-income, time-constrained, quality-driven			
Pain Points Solved	Authenticity, freshness assurance, trusted delivery			
Platform Fit	Facebook for visual storytelling and education			
Content Journey	Awareness $\rightarrow$ Consideration across all formats			
SEO Integration	Targeted keywords in every post & script			
Contleto: Addgment Overview:	Clear CTAs across video, post, blog – all funnel to engagement or leads			

✓Final CTA (for evaluator)

"Each content piece is crafted to turn awareness into action — for customers like Li Wei who deserve quality, not compromise." Thank you for reviewing.

