

Interview questions Hosts (Couchsurfing)

Intro

- ☐ Project description + declaration of agreement
- ☐ Introduction, interviewer and interviewee (briefly including type of listing)

General questions

In general, what do you associate with Couchsurfing?

Why did you become a Couchsurfer? And why did you decide to open up your home to others?

- ☐ Personal motivation
- ☐ Other platforms?

So far, why haven't you use Couchsurfing when traveling?

What do you like about being a Couchsurfer and is there a situation/moment that you remember as being particularly nice/special/good?

Is there anything that you don't like about it or find annoying? Did you have any bad experiences?

Being a host

(What is special about your home?)

- ☐ What do you emphasize
- ☐ Taking care of the profile – updating?

How would you describe a good Couchsurfing host?

Do you meet other Couchsurfers (e.g. hangouts) or participate in any Couchsurfing events?

What do you consider before you accept a hosting request?

- ☐ Criteria? (screening profile for what? Verifications? References?)
- ☐ Acceptance Rate? Any Refusals, and why?

How would you describe a good Couchsurfing guest?

What do you do to prepare yourself and your home for the arrival of a new guest?

- ☐ Communication before?
- ☐ Preparing the apartment
- ☐ Arrival
- ☐ Changes over time?

How do you combine your hosting activities with your everyday life?

- ☐ level of interaction, maintaining privacy of both (yours/guest's)
- ☐ differences guest/no guest, changes in general since starting as a host
- ☐ sympathy/antipathy
- ☐ Reviewing as a thing to think about

What do you do when a Couchsurfing guest leaves?

- ☐ Personal presence or other communication
- ☐ do guests leave something, notes, presents...
- ☐ reference or not, right away

References

What do you think about the Couchsurfing's reference system in general?

- ☐ Trust, safety, reputation
- ☐ Important, appropriate or not
- ☐ What's good, what's bad

Has a reference affected your Couchsurfing activities once? How?

- ☐ easier/harder to find new guests
- ☐ changes in the apartment (e.g. new purchases)

Is it important for you to receive a positive reference? How many of your hosted Couchsurfers have written a review?

- ☐ Why?
- ☐ What do you do to get a good review?
- ☐ Read all of them
- ☐ Absence of review – okay or disappointed?

Did you ever receive a reference that you found unfair or not appropriate? If so, how did you react to it?

- ☐ Personal message, comment on website, contact Airbnb...
- ☐ what would be unfair, what would be a reaction (if not happened)

What do you consider when writing a reference for someone?

- ☐ Do you write references – in which cases?
- ☐ Changes over time
- ☐ Standardized phrases

Couchsurfing references tend to be very positive. What could be a possible explanation for this?

Do you think this is accurate?

Do you think you behave different because you know that your Couchsurfing guest will write a reference for you after his or her stay?

What do you think about Airbnb?