

## **Interview questions Guests (Airbnb)**

### **Intro**

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

### **General questions**

**In general, what do you associate with Airbnb?**

**Why did you register?**

- ☐ Personal motivation
- ☐ Other platforms?

**Is there an Airbnb-situation or a 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 guest**

**What do you consider before sending a booking request? What are you looking for?**

- ☐ host profile; pictures; references, location...
- ☐ Criteria? (screening profile for what? Verifications? reviews)
- ☐ Acceptance rate? Any Refusals, and why?

**How would you describe a good Airbnb host?**

**Sometimes you are staying in someone's home, the host lives there. How do you treat the host's place?**

- ☐ privacy
- ☐ boundaries – closed cupboards, doors etc.
- ☐ external use of the place; would you invite friends over?

**Are you looking for personal interaction? Recommendations on what to do?**

**What do you normally do when you arrive at a booked Airbnb?**

**What do you do before checking out?**

**In general, how should the ideal Airbnb guest behave?**

**Do you meet other Airbnb users or participate in any Airbnb events?**

- ☐ Friends? Meet-Ups? AirbnbOpen?
- ☐ Online: Airbnb, Blogs, Forums

## Reviews

**What do you think about the Airbnb review system in general?**

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

**What are the aspects you pay special attention to when reading/writing a review?**

**Have you ever received a review that you found unfair? 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)

**How would you deal with an unpleasant experience?**

- ☐ Review yes/no
- ☐ What would you write

**Airbnb reviews tend to be very positive. What could be an explanation for that? How do you react to that?**

**Do you think reviews are influencing the way you and your guests are acting during their stay at your apartment?**

**What do you think about the city's attempts to regulate Airbnb?**