

## **Interview questions Guest (Couchsurfing)**

### **Intro**

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

### **General questions**

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

**Why did you become a Couchsurfer?**

- ☐ Personal motivation
- ☐ Other platforms?

**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 – as a host, as a guest?**

### **Being a Couchsurfer**

**How would you describe the ideal Couchsurfer?**

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

**What do you consider before you send a hosting request? What are you looking for?**

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

**What do you keep in mind when writing a hosting request? What should it include?**

**When you've found a place to stay, you are invited in a stranger's home. How does that feel? How do you treat the place?**

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

**Are you looking for personal interaction?**

**Do you keep in touch with fellow Couchsurfers or your hosts after a stay?**

**And why haven't you become a host yourself so far?**

### **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?**

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

**Have you ever received 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 host or guest will write a reference for you after your encounter?**

**What do you think about Airbnb? And the city's attempts to regulate short term rentals?**

**Do you use the platform – when?**