

## Interview questions Host & 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?

**And why did you decide to open up your home to others?**

**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

**(What is special about your home?)**

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

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

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

**Do you keep in touch with hosted travelers or your hosts after a stay?**

— —HOST —

**What do you consider before you accept a hosting request?**

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

**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

**What are the aspects you pay special attention to when hosting? And how should a guest treat you and your place?**

**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 reference?
- 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 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?**