


Please imagine that you are planning to travel to Sydney alone to attend your friend's wedding. The wedding is on Saturday night and you are planning to stay in Sydney over the weekend. You need to book accommodation close to the wedding venue for one night. Below you will see information about an Airbnb listing which is very close to the venue. Please review this listing. Take as much time as you need to review.

### Cosy room and great location

\$80 AUD Total

Sydney, NSW, Australia ★★★★★ 20

Accuracy	★★★★★	Location	★★★★★
Communication	★★★★★	Check in	★★★★★
Cleanliness	★★★★★	Value	★★★★★

 Private room     2 Guests     1 Bed

Amenities  Free parking  WiFi  Washer  TV  Eco-friendly



### Your Host:



**Hey, I'm John!**  
Sydney, Australia . Member since April 2014

My partner and I love traveling and meeting other people.

### Review of Host



The host is delightful! Lovely friendly person.

Liz

### Reviews of Accommodation



The place was really nice and safe. Beautiful room. Highly recommended.

Steph



The house is absolutely beautiful with restaurants and coffee shops just around the corner.

Mitch

1.Thinking about the Airbnb listing you have just reviewed, please rate how you feel about it. You will now see a list of attribute pairs. The descriptions of these attributes are given at the far right and at the far left of the answer scale. The answer scale has seven points to allow you to express which point along this scale best represents how you feel. Please respond by clicking one of the circles.

Love it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hate it	<input type="checkbox"/>	Don't know
Not close to the wedding venue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Close to the wedding venue	<input type="checkbox"/>	Don't know
Not safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Innocuous	<input type="checkbox"/>	Don't know
Not environmentally friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Environmentally friendly	<input type="checkbox"/>	Don't know
Close to restaurants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not close to restaurants	<input type="checkbox"/>	Don't know



3. Different Airbnb properties are set up differently. You will now see a number of items which some Airbnb properties offer and others do not. Thinking back of the Airbnb listing you have seen on the previous screen, please indicate whether or not it provided these things. If you do not know the answer, please click the “Don’t know” option at the far right.

	Yes	No	Don't know
Kitchen	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Washer	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Free parking	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Internet	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
TV	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Room for two guests	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>


Now please imagine that you are planning a holiday to the Gold Coast with your friend for a few days. You are looking for a clean relaxing accommodation. You are interested in water sports and prefer to be close to the beach. Below you will see information about an Airbnb listing that is near the beach. Please review this listing. Take as much time as you need to review.

### Gold Coast Escape

\$112 AUD Total

Gold Coast, QLD, Australia ★★★★☆ 10

Accuracy	★★★★★	Location	★★★★☆
Communication	★★★★★	Check in	★★★★★
Cleanliness	★★★★★	Value	★★★★★

 Private room	 2 Guests	 1 Bed
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Amenities  Kitchen  Air conditioning  First aid kit  Free parking



### Your Host:



#### Hey, I'm Lisa!

Gold Coast, Australia . Member since March 2016

I love my town and all the wonderful things Gold Coast has to offer.

### Review of Host



Simran

The host was awesome. A well-mannered educated woman. I had a lot of fun spending time with her.

### Reviews of Accommodation



Jessica

The house is located in a nice quiet residential area. It is far from public transport though.



Mandy

I enjoyed my stay and recommend it to everyone.

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Hate it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Love it	<input type="checkbox"/>	Don't know
Not relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Relaxing	<input type="checkbox"/>	Don't know
Close to the beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not close to the beach	<input type="checkbox"/>	Don't know
Far from public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Close to public transport	<input type="checkbox"/>	Don't know
Residential area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Commercial area	<input type="checkbox"/>	Don't know



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	Yes	No	Don't know
Kitchen	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Air conditioning	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Pool	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Safety features	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Free parking	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>



Now please imagine that you are planning a trip to Bali with your family. You are mostly interested to learn about the local food, culture, and people. You want to book a room in a local area to learn about the life style. Below you will see information about an Airbnb listing in a province with lots of Buddhist monasteries. Please review this listing. Take as much time as you need to review.

### Simple Room in Bali

\$57 AUD Total

Bali, Indonesia

★★★★☆ 5

Accuracy

★★★★★

Location

★★★★★

Communication

★★★★★

Check in

★★★★★

Cleanliness

★★★★☆

Value

★★★★★



Private room



2 Guests



1 Bed

Amenities



Washer



Pool



TV



Air conditioning



### Your Host:



**Hey, I'm Karma!**

Bali, Indonesia . Member since October 2016

It is my pleasure to have travelers in my home.

### Review of Host



Portia

Karma is very helpful. He gave us lots of local tips.

### Reviews of Accommodation



Jane

Some kitchen appliances were broken. Another problem was water. It was either extremely cold or extremely hot. Not recommended.



Nicolas

We got to see amazing view of sunrise in the close by rice fields.

7. Thinking about the Airbnb listing you have just reviewed, please rate how you feel about it. You will now see a list of attribute pairs. The descriptions of these attributes are given at the far right and at the far left of the answer scale. The answer scale has seven points to allow you to express which point along this scale best represents how you feel. Please respond by clicking one of the circles.

Love it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hate it	<input type="checkbox"/>	Don't know
Old-fashioned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Modern	<input type="checkbox"/>	Don't know
Has outdoor space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does not have outdoor space	<input type="checkbox"/>	Don't know
Rice fields close by	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	No rice field close by	<input type="checkbox"/>	Don't know
Small bedroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Spacious bedroom	<input type="checkbox"/>	Don't know



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	Yes	No	Don't know
Kitchen	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
TV	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Pool	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Washer	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Broken appliances	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Price in Australian dollars	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Please now imagine that you are renting out one of the bedrooms in your house on the Airbnb website. Living alone, you like to share your house to meet new people and make new friends. You only accept interesting friendly guests who have stories to share. You receive a booking request from the below guest 24 hours before arrival. Please review this listing. Take as much time as you need to review.

#### Guest Verified info

- Email address
- Phone number
- Government ID
- Reviewed (17)
- Facebook



#### Hey, I'm Leyla!

Melbourne, Australia . Member since May 2014

I love to explore new cultures and new food. I am a photographer and take pictures of my adventures.

#### Inquiry – Leyla

Hi. I am interested in booking your place during my trip. I love your house because it looks cozy and has everything I need.

#### Reviews From Hosts



Tinka

Leyla was lovely, friendly, polite and engaging. Would love to have her back again.



Reza

Leyla is a very smart person and an absolute pleasure to host.

10. Thinking about the Airbnb guest profile you have just reviewed, please rate how you feel about the guest. You will now see a list of attribute pairs. The descriptions of these attributes are given at the far right and at the far left of the answer scale. The answer scale has seven points to allow you to express which point along this scale best represents how you feel about the guest. Please respond by clicking one of the circles.

Hate her	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Love her	<input type="checkbox"/>	Don't know
Young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Old	<input type="checkbox"/>	Don't know
Not engaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engaging	<input type="checkbox"/>	Don't know
Pleasure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Pain	<input type="checkbox"/>	Don't know
Smart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Foolish	<input type="checkbox"/>	Don't know



12. Airbnb guest profiles contain different sets of verifications. You will now see a list of verification options used on Airbnb. Thinking back to the Airbnb guest profile you have seen on the previous screen, please indicate whether these verifications were available for this particular guest. If you do not know the answer, please click the “Don’t know” option at the far right.

	Yes	No	Don't know
Facebook account	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Government ID	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Photo	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Phone number	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Email address	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>



Please now imagine that you are renting out one of the bedrooms in your house on the Airbnb website. You work from home and prefer the least amount of interaction with guests. You decline noisy looking guests and only accept people that just need a place to sleep. You receive a booking request from the below guest who has given positive reviews to hosts. Please review this listing. Take as much time as you need to review.

### Guest Verified info

- Email address
- Phone number
- Government ID
- Reviewed (2)

Facebook



### Hey, I'm Ricardo!

Porto, Portugal · Member since January 2014

Singer songwriter, sales and business development guy. A 25-year-old fun easygoing person.

### Inquiry – Ricardo

Hi. I am traveling to Brisbane with my friend to perform in the coming music festival. We are interested to stay in your house especially because of its central location.

### Reviews From Hosts



Daniel

Ricardo is a talented energetic guest. I enjoyed his company.



James

Ricardo is an interesting person with great communication skills.

13. Thinking about the Airbnb guest profile you have just reviewed, please rate how you feel about the guest. You will now see a list of attribute pairs. The descriptions of these attributes are given at the far right and at the far left of the answer scale. The answer scale has seven points to allow you to express which point along this scale best represents how you feel about the guest. Please respond by clicking one of the circles.

Hate him	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Love him	<input type="checkbox"/>	Don't know
Communicative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Reserved	<input type="checkbox"/>	Don't know
Young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Old	<input type="checkbox"/>	Don't know
Unenergetic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Energetic	<input type="checkbox"/>	Don't know
Easy going	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Intolerant	<input type="checkbox"/>	Don't know



15. Airbnb guest profiles contain different sets of verifications. You will now see a list of verification options used on Airbnb. Thinking back to the Airbnb guest profile you have seen on the previous screen, please indicate whether these verifications were available for this particular guest. If you do not know the answer, please click the “Don’t know” option at the far right.

	Yes	No	Don't know
Email address	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Government ID	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Photo	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Phone number	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Facebook account	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Please now imagine that you are renting out one of the bedrooms in your house on the Airbnb website. You are a very tidy person and do not allow smoking and pets in your house. You only accept those guests who look tidy and respectful of your house. You receive a booking request from the below guest who has given some very negative reviews about untidy houses. Please review this listing. Take as much time as you need to review.

#### Guest Verified info

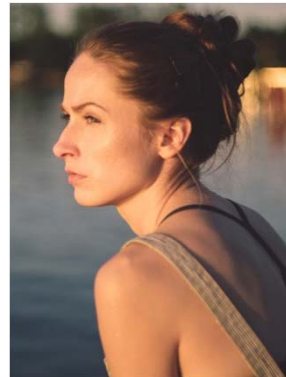
Email address

Phone number

Government ID

Reviewed (1)

Facebook



#### Hey, I'm Katia!

Succieu, France · Member since August 2016

I love coffee, wine, and yoga. I really appreciate people opening their homes on Airbnb and show respect to property and possessions.

#### Inquiry – Katia

Hi. My partner and I are planning to travel to Brisbane to visit our friends. Your house is just perfect for us in terms of location. We would love to stay in your house.

#### Reviews From Hosts



Maria

Katia was a very pleasant quiet guest who left the space very tidy. We would recommend her as a guest.

16. Thinking about the Airbnb guest profile you have just reviewed, please rate how you feel about the guest. You will now see a list of attribute pairs. The descriptions of these attributes are given at the far right and at the far left of the answer scale. The answer scale has seven points to allow you to express which point along this scale best represents how you feel about the guest. Please respond by clicking one of the circles.

Love her	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hate her	<input type="checkbox"/>	Don't know
Tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not tidy	<input type="checkbox"/>	Don't know
Respectful of my house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not respectful of my house	<input type="checkbox"/>	Don't know
Experienced Airbnb user	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	New Airbnb user	<input type="checkbox"/>	Don't know
Noisy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Quiet	<input type="checkbox"/>	Don't know



18. Airbnb guest profiles contain different sets of verifications. You will now see a list of verification options used on Airbnb. Thinking back to the Airbnb guest profile you have seen on the previous screen, please indicate whether these verifications were available for this particular guest. If you do not know the answer, please click the “Don’t know” option at the far right.

	Yes	No	Don't know
Email address	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Government ID	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Photo	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Phone number	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Facebook account	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>