

SERVICE ANALYSIS: Airbnb

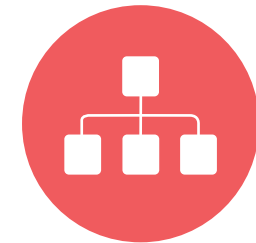
Airbnb is an online accommodation-sharing service and marketplace, allowing people to stay at someone's home instead of a hotel. Those who rent out their properties are known as Airbnb hosts, whilst the people staying are known as the hosts' customers. Essentially, the Airbnb service acts as a broker for those renting out their properties, receiving commission. Whilst Airbnb has recently expanded to also host experience-driven activities, this service analysis will adhere to Airbnb's original ethos and project goal:

To “economically empower millions of people around the world to unlock and monetize their spaces” - (Airbnb[16])

By examining this original goal, this service analysis is enabled to investigate Airbnb's revolutionary 'sharing economy' in depth, criticizing and commenting on the structure and nuances of the system. In doing this, we gain a deeper insight into their Airbnb's “performative” (Langford, B., & Cosenza, R [17]) nature of service.



This service was analysed through **online ethnographies**. By keeping research in the same paradigm as the service, the ethnography is not only cost-effective and unobtrusive, it maintains a “naturalistic context” (Kozinets, Murthy, Scaramuzzino, as cited by Tunçalp, Deniz, and L. Lê, Patrick[18]).



Furthermore, these observations were “subjectively clustered” through **affinity diagramming** [15] (Takai, Shun, and Ishii, Kosuke. [19]), revealing overarching issues and themes. Only extremely recent reviews were included within the analysis, as the online nature of Airbnb means it is being constantly updated; making older reviews futile.

HOST

Airbnb - User timeline

★ = pain points

CUSTOMER

1

CONFUSING LISTING CREATION

Hosts are often confused when creating listings [1][14]. Therefore, hosts feel as though the “website forces” [14] them into selecting terms of stay which they aren’t satisfied with. This snowballs later into transparency issues [13].



2

INVISIBILITY OF LISTING

Many hosts realise that they can’t find their listing within the website, [1][14] therefore becoming invisible to the customer. Because of this, many hosts transfer to another service.



3

POOR APPLICATION SYSTEM

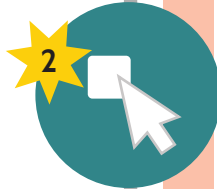
Before receiving a downpayment, the host is unable to see a customer’s application details, making it hard for them to judge whether the customer is suitable to stay at their home. Issues concerning this downpayment, also leads to miscommunication [12].



Both the host and customer set up their accounts.



The host creates their listing while the customer searches for places to stay



The host double checks their listing is correct and is on the site.

3

After finding a place to stay, the customer makes a downpayment to the host.



The host approves or denies the customer’s booking.

2

The customer makes their full payment and books.



1

FALSE/UNETHICAL ADVERTISING

Customers feel as though hosts falsely advertise their Airbnb [8][10][11], or the conditions of their stay [12][13]; often not realised until the customer arrives.

Whilst some say that the solution to this is to read listings carefully [7][12], many don’t have the time, hence the service itself is lacking clear transparency.



2

TIME SENSITIVE APPLICATIONS

Many customers have had their stay declined because of their booking application expiring, “meaning the host didn’t respond within 24 hours” (Airbnb). After this, both sides receive an automated message stating disinterest in the Airbnb, misleading both the host and customer [12].



3

DRIP PRICING & HIDDEN FEES

Airbnb uses drip pricing to display their fees. Meaning that after being approved for stay, hosts have the option to increase the price through hidden fees such as service fees [12][13]. Customers often feeling cheated by this information, “I am extremely disappointed” [13].





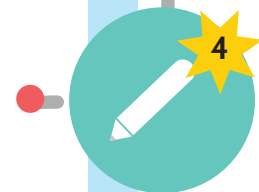
Additional Pain Point

POOR CUSTOMER SERVICE

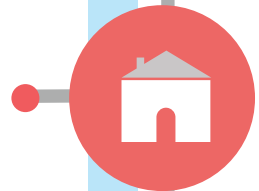
Throughout, both the host and customers' have had bad experiences concerning customer service [1][2][4][5][6][8][9][10][11][12][13][14]. In many cases, Airbnb's customer service has given a false sense of assurance [1][4], not responded to the user [2][5][6][8][9][14], or simply didn't ammend the customer's issues.



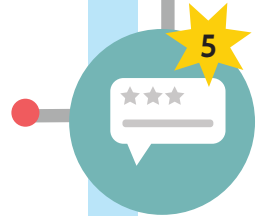
The customer has the option to cancel in advance.



If not cancelled, the customer stays at the Airbnb.



The customer and host make reviews about each other. They can't see each other's reviews unless both have been submitted.



NO REFUND



If a customer cancels, it is the host's responsibility to provide a refund "determined by your host's cancellation policy" [20]. Thus, there are a number of times that a host hasn't supplied a refund of their full payment, or down-payment [2][4][5][6][13].

Although this is stated on the website, many customers are unaware of this policy.

FIXED REVIEW SYSTEM



Many customers have complained about the fixed review policy, [4][8][9][11] stating that the host has more power over the customer; "comments were utterly false...can't amend mine" [8]. This makes customers feel as though they are powerless as hosts can also delete reviews [4].



MAIN PAIN POINTS:



Poor website transparency

Poor communication streams

Poor customer service

Scamming issues

In summary, whilst the Airbnb service is a well established brand, it still has many faults within it's system. This has been illuminated by analysing and categorising a collation of online ethnographies, revealing the innate depth of service analysis.

APPENDIX

ONLINE ETHNOGRAPHY

Data record	Recorded observations	Interpretation	Themes
<p>[1] *one-star review <i>"I'm extremely DISGUSTED and FRUSTRATED by the customer experience I've had today with Jodie, Richard and the four other reps I had spoken with yesterday about the invisibility of my new listing !! They keep giving me the runaround that they're able to see it using Google Chrome by narrowing down the search with enough info. That's total BS as I have explained to them many times that was not the case with my older listing.</i> <i>Nonetheless, I eventually decided to remove my listing from AirBNB as customer service was so terrible, no one bothered to follow up as they assured me on the phone and technical support is utterly a JOKE. The reps keeps redirecting the issue to technical support for a response. Good luck with that, I never heard anything back from Technical Support since the first case was filed several months ago."</i> - Jessica Yang, 27/11/18 https://au.trustpilot.com/users/59b4e5c9000ff000ac68c9e</p>	<p>Jessica is from the United states and has left multiple reviews on this online forum, she seems to be level headed in her other reviews excluding the Airbnb service. She has actually left two reviews about Airbnb, both one-star reviews. Her first review, written on 21/10/18, criticizes the service for not giving her a date for when the technical team would amend her issues. Gauging from this more recent review a month later, it's apparent that technical support never contacted her about her inquiries.</p>	<p>The customer feels as though her listing is in an unjustified position on the service, however when she talked to four Airbnb representatives, she was given insufficient answers and solutions to her issue. The customer also filed issues months ago, yet she hasn't heard any word from the service in response. She has been a frequent user of the service in the past however she was treated extremely poorly in both customer service and technical support.</p>	<p>Unjust listing system, poor customer service, poor technical support, poor service structure</p>
<p>[2] *one-star review* <i>"AVOID, HORRIBLE COMPANY</i> <i>AVOID, ROBBING, NASTY, DREADFUL COMPANY</i> <i>We made a booking with the terms of a full refund of the deposit if we needed to cancel. Unfortunately we had to and have given 2 months notice, the robbing b@stards are only refunding £3.99 from the £100 we paid. I have screen shot proof and even have emails stating them terms but they are refusing to give the full refund.it is sickening how they get away with it.</i> <i>AVOID THIS SHAMBLE OF A COMPANY!!!!"</i> - Kay King, 19/2/19 - https://au.trustpilot.com/users/5bfa90f743a47273815293ce</p>	<p>Kay King has left two reviews on <i>Trustpilot</i>, one is this angry, one-star review, and the other is a positive, five-star for 'In the book,' a book ordering system. There is no age recorded on this sight, however, King is from the United Kingdom.</p>	<p>The customer had made a booking on the Airbnb service with a promise of a full refund in the case of cancellation. Two months out from their booking, they cancelled their stay, however they were only refunded £4, rather than the £100 they were promised. Essentially, the customer feels scammed about getting their money back.</p>	<p>Cancellation, refund policy, poor customer service</p>
<p>[3] *three star review*</p>	<p>Sandra-Simone is from the United States and has left four reviews</p>	<p>The customer had no issue booking, she found the</p>	<p>No issues, good stay</p>

<p><i>"The accommodation was a pleasant room with good views. Bus transfers were close to the property. The host was very helpful and the continental breakfast was pleasant."</i></p> <ul style="list-style-type: none"> - Sandra-Simone, 18/2/19 - https://au.trustpilot.com/users/58094b60000ff000a4f940c 	<p>on Trustpilot, all relatively positive. This however, is her only three-star review, she has given five-star reviews for other services. In this review she seems to be content about the service.</p>	<p>accommodation "pleasant" and also found the hosts to be "pleasant." All in all, she is a satisfied customer however she wasn't blown away.</p>	
<p>[4] *one-star review*</p> <p><i>"I posted a recent complaint about Airbnb on their facebook page, not only did they remove it. They sent me a personal message acting like they had good intentions, only to lead me to a dead end like all of their other representatives. My bank will reimburse the funds I recently wasted on an airbnb trip, but my advice to future airbnb users, please read their terms and conditions. If there are any issues with the property you're staying at, document it in videos and photos, because airbnb will not reimburse you in anyway. Their customer service is completely despicable, don't waste your time with them. Contact a lawyer and seek advice before proceeding."</i></p> <ul style="list-style-type: none"> - Nikki, 18/12/19 - https://au.trustpilot.com/users/5c183e5795fdec1833525ba8 	<p>This is the only review that Nikki OH has written, she is from the united states. If anything, this review being her only review signifies how upset she is about this service; she was compelled to create an account solely to critique this service. Her tone is stern, but still critical. She is extremely serious about her distaste for the service.</p>	<p>The customer had her complaint on Facebook deleted, only to be met with a false sense of customer service which lead nowhere. She then pleads others to read the fine print regarding the service, and make sure you have evidence of your stay if you are unhappy with it.</p>	<p>Lack of transparency, poor customer service, refund policy, review system</p>
<p>[5] *one-star review*</p> <p><i>"Cancelled my reservation long before we were going 6 months because of family issues. No refund for my down payment. This is a rip-off. Stay with Vbro and TripAdvisor, these are honest companies that have excellent customer service."</i></p> <ul style="list-style-type: none"> - Evan wolff, 5/1/19 - https://au.trustpilot.com/users/579a2caa0000ff000a35c42f 	<p>Evan is from the United States and leaves short and seemingly prompt reviews. This makes his tone critical yet to the point.</p>	<p>The customer cancelled their booking with more than enough time before his trip, however he was refused his refund.</p>	<p>Refund policy, cancellation</p>
<p>[6] *one-star review*</p> <p><i>"I wish I could give no stars. Airbnb are awful and I urge anyone thinking of booking with them to use another vendor, such as VRBO. My wife and I had booked a condo on Grand Cayman 6-8 months before travel. We paid the 50% deposit. Nearer the time my wife contacted the host to enquire about paying the balance and she replied that Airbnb would automatically take the payment 1-2 weeks before we travelled. Airbnb apparently tried to use our on file</i></p>	<p>Julian Reed has only left one review about this on this website. He describes his experiences in detail and chronologically. He provides important details used for reference such as time, cost of the condo, and situational awareness. This being Julian's</p>	<p>The customer had booked their accommodation 6-8 months in advance and paid half of their deposit up front before staying. When his wife contacted the service about paying the rest of it for their stay, but Airbnb couldn't process the full</p>	<p>Processing of payment, cancellation, poor customer service/communication, refund policy, poor</p>

<p><i>payment method but for some reason they could not process it. They did not call us or use the primary email address to inform us, instead they cancelled the booking and by the time we realized (their user interface is awful) the host had relet the condo. Their customer service was unhelpful to say the least and we were left with nowhere to stay 4 days before we travelled. We were fortunate to find another condo via VRBO (paid the \$6k on the same card that there was a supposed issue with) so have somewhere to stay but Airbnb are now refusing to refund our deposit of nearly \$3k! I am beyond disgusted!"</i></p> <ul style="list-style-type: none"> - Julian Reed, 23/2/19 - https://au.trustpilot.com/users/5c70277cd3c3d0067b551c19 	<p>only review also shows the degree to which he was unsatisfied with this service.</p>	<p>payment. The customers however, were unaware that their payment wasn't processed and only found out when they saw their condo that they were meant to stay at was relet to other people. Luckily, they found another place to stay, but Airbnb refuses to refund their initial 50% deposit, hence they lost approximately \$3000.</p>	<p>service structure</p>
<p>[7] *five-star review* <i>"Truly brilliant customer service the only problem is with guests not reading the listing properly before making a booking."</i></p> <ul style="list-style-type: none"> - David Baines, 16/1/19 <p>(https://au.trustpilot.com/users/5a5786f50000ff000aff9f93)</p>	<p>David is from the United Kingdom and has left 16 reviews on <i>Trustpilot</i>, all varying in her rating. He writes in a defensive tone, defending the service but faults the other customers for carelessness.</p>	<p>The customer is impressed with Airbnb's customer service, he found that the others' are responsible for their issues to do with Airbnb as they didn't read the fine-print.</p>	<p>No issues, fault of other customers</p>
<p>[8] *one-star review* <i>"Reported a health and safety issue regarding an apartment that we stayed in and we was told to contact the host. The host is now leaving very offensive messages. Airbnb do not seem to be bothered. I will not be using Airbnb as the customer support is very poor and they falsely advertised the accommodation that is on their site."</i></p> <ul style="list-style-type: none"> - Tanya Hughes, 29/11/18 - https://au.trustpilot.com/users/52c1da7700006400015c4186 	<p>Tanya has written a few reviews, the other being a five-star review. She is from the United Kingdom and speaks in a summative style, making her review concise and to the point.</p>	<p>The customer had left a review reporting a safety issue, however the host aggressively argues these pretenses. The service itself doesn't seem to be concerned with these safety issues, the false advertisement nor the maltreatment of the customer.</p>	<p>False advertisement, review system, online hostility, poor customer service</p>
<p>[9] *one-star review* <i>"People that work at Airbnb are friendly and make an effort to contact you. So why the one star? Rubbish protocol and policies. A nasty host left me a bad review, I never met her but based on the accommodation I left a very nice review. I took off 1 star for</i></p>	<p>Devi is from the United Kingdom and has left many reviews on this website, they all appear to be legitimate and fair in critique, describing her own personal</p>	<p>The customer stayed at a host's place and left her a four-star review, to which the host responded to using false comments. Devi feels as if she</p>	<p>Corrupt transparency policy, fixed review system,</p>

<p><i>cleanliness etc and provided suggestions privately for things to improve on. Her comments were utterly false and I wanted Airbnb to ask her for photos or give me the opportunity to amend my response - not my review which I understand is fixed, but just my response. The fixed review policy is rubbish anyway, ie the other party posted a review so I can't amend mine! But I should be able to edit my own reply comment for goodness sake, especially if the other person is lying. All I got was can't change anything due to transparency policy. Has completely put me off Air Bnb experience. I can't abide by lies being allowed to stand without any verification required on a publicly available profile."</i></p> <ul style="list-style-type: none"> - Devi, 29/11/18 - https://au.trustpilot.com/users/530895b70000640001656476 	<p>experiences with these services. In this review she seems frustrated by the policies of the website</p>	<p>now has to prove the truth, yet doesn't have a means of how. The customer feels frustrated as she nor the host can reply to their reviews or amend them, hence halting the communication between the guest and the host. This means that the host has the last word, meaning that hosts can essentially sway their public appearances by taking advantage of the "transparency policy."</p>	<p>poor service structure</p>
<p>[10] *one-star review*</p> <p><i>"So I decided to try Airbnb for our vacation. It was not cheap, but we thought we would have a more comfortable stay than a hotel. MISTAKE! The place was not comfortable! The house was decorated in thrift store furniture. Living room was old wooden outdoor furniture. Not cozy to watch movies. The closets were packed with junk, like as hoarder. I had to rearrange for room for our clothes as there were no dressers. A chair collapsed when my daughter sat on it; my bed sank, then fell to the floor. My back was hurting the whole time. There were limited dishes so we had to buy stuff. We had to buy toiletries, though we were told by host that they were provided like a hotel. The worst was that the toilet would not flush and backed up into the shower. I had to clean up crap on my vacation!! There were two bathrooms, but we all had to share one after paying for two!! You may think that it's not Airbnb's fault right. Well, I got home and a few days later had an email from them. I was accused on breaking the furniture, ruining the plumbing etc. The host wanted to charge me another \$700! I called Airbnb, told them what happened and they told me that I would not be charged. They said that someone would call me back if they had any more questions.</i></p>	<p>Pamela is a 'verified reviewer' (ensures reviews are credible) on <i>Consumer affairs</i>, and lives in Kintnersville, Pennsylvania. She describes in great detail about her experiences with the service, giving an almost recount of her experiences.</p>	<p>The customer booked their trip and initially there were no issues with this process. However, when they arrived at the accommodation, they found a large discrepancy between the online description of the house, and the house itself. The amenities supplied also weren't up to scratch, and plumbing fixtures also didn't work. After their trip they received a call from Airbnb accusing them of breaking facilities, and the host wanted them to pay \$700 for this. After calling Airbnb about this they were reassured they wouldn't have to pay this. Despite this reassurance, the customer still received emails about the incident and was</p>	<p>False advertisement, false damage fee, misnomer in customer support</p>

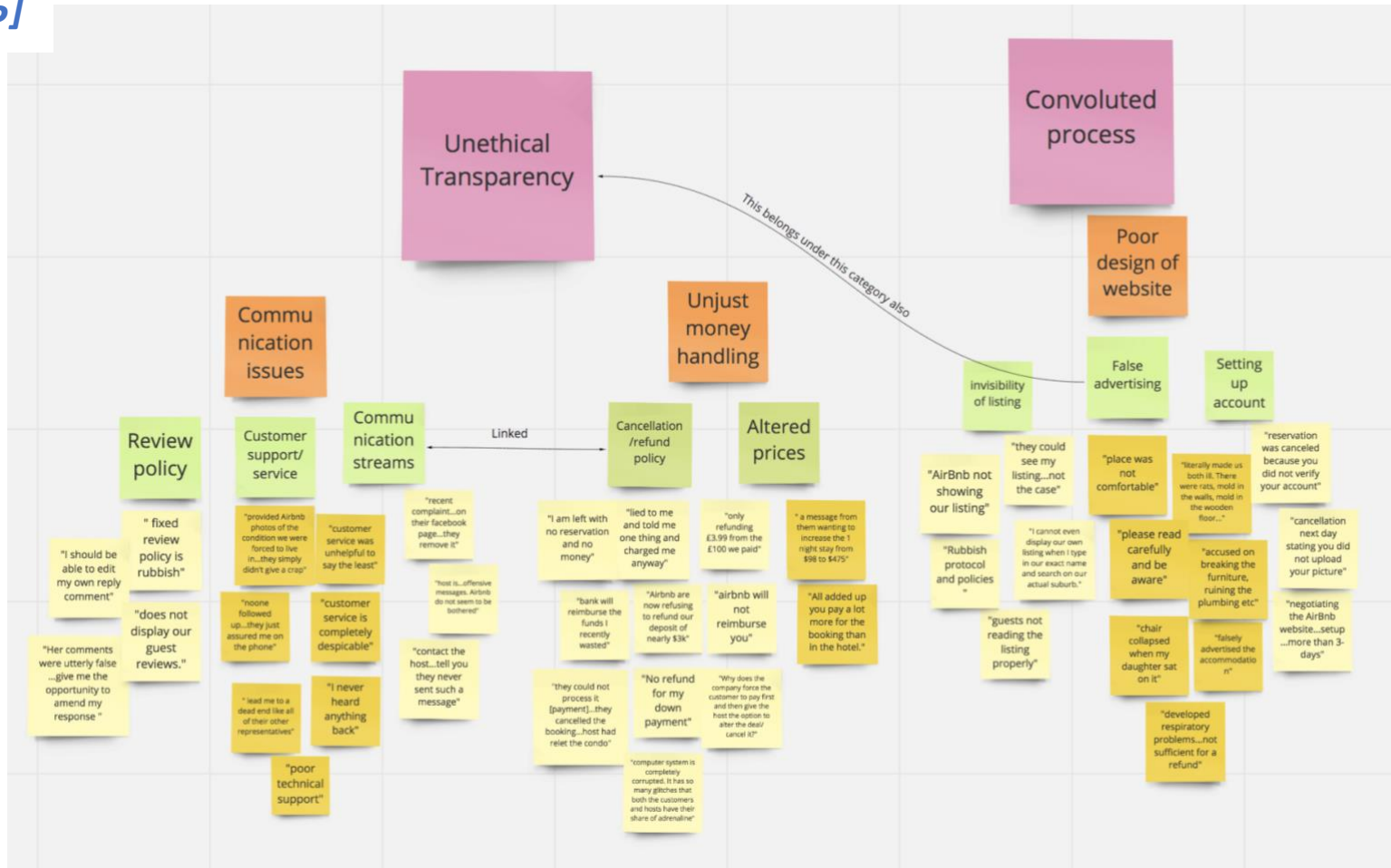
<p><i>I later see another email threatening to charge my card. I called them again and they said they would call back. They didn't call me back, but I got my cc bill and saw they charged me. How do they charge me to buy new furniture to replace the junk that that made my vacation uncomfortable and inconvenient? They lied to me and told me one thing and charged me anyway! Beware!! Now I have to fight this with the bank. I can't believe this!!"</i></p> <p>- Pamela, 11/2/19</p>		<p>charged for the \$700 in false damage accusations.</p>	
<p>[11] *one-star review*</p> <p><i>"My wife and I rented an Airbnb in Stavanger, Norway. The place literally made us both ill. There were rats, mold in the walls, mold in the wooden floor, furniture destroyed, appliances broken, no vacuum cleaner, bathroom illegally installed so rats had direct access to the unit, no lock on the entrance door. When we made Airbnb aware of the place we told them that we had both developed respiratory problems and headaches their reply was that this is not sufficient for a refund!!!</i></p> <p><i>A pest control company has written a report stating the rat problem. The owner of the upper half of the house has had to put his sale of the flat on hold because of the issues with rats and mold and what not. We provided Airbnb photos of the condition we were forced to live in along with contact information for the other owners in the house and in spite of that they simply didn't give a crap!!! Never again will we stay at Airbnb (and we have done spent a lot of money on Airbnbs). *attached photos</i></p> <p>- Michael, 8/1/19</p> <p>- https://www.consumeraffairs.com/travel/airbnb.html?page=2</p>	<p>Michael is from Norway and is a verified reviewer on this website. He criticizes the service in an informative manner, as he has also attached many photos to his review. He also describes the location of his rented apartment, which is helpful. Everything he describes is backed up with photographic evidence, and this additional visual information is extremely informative.</p>	<p>The customer and his wife stayed in an apartment which was far from being fit to rent out. In fact, the apartment was unsafe to stay in due to a number of factors that the customer listed (i.e. rats, no lock on entrance door etc.) As a result, they both developed illness and respiratory problems. To supply evidence for this claim, the customer states that the owner of the upper housing has actually halted selling his flat because of a pest control company filing reports about issues with rats; despite this the host of the Airbnb (rats included) rented out their apartment. When the customer had complained about this to the Airbnb service and also provided photographic evidence, they were ignored by customer support.</p>	<p>False advertisement, unsafe conditions, poor customer service</p>
<p>[12] *one-star review*</p> <p><i>"If you are looking for renting a property through this booking site please read carefully and be aware. Hidden fees - The prices listed</i></p>	<p>Michael is from Columbia, SC and is a verified reviewer on this website. The review he leaves is</p>	<p>The customer has found many hidden fees throughout his experiences with the service,</p>	<p>Lack of transparency, poor booking,</p>

<p><i>seem to be lower compared to some hotels, but that is misleading. Once you get to the check out you all of sudden notice that 1. They charge you booking fee for every day you book - that seems to be % of your booking so it can add up to \$80-\$100 extra. 2. Many hosts will charge you cleaning fee \$30-\$35. 3. Many hosts will want you to also pay for electricity and water. 4. Add to that you get no daily service. 5. No free breakfast. 6. No airport shuttle. 7. No 24 hrs front desk service since the host lives usually quite far or in different country. All added up you pay a lot more for the booking than in the hotel.</i></p> <p><i>Process of booking through Airbnb - This is the worst part. Their computer system is completely corrupted. It has so many glitches that both the customers and hosts have their share of adrenaline floating. For one, you have to wait for the host to approve you. You can send a request for booking with confirmation after making your payment, but 24 hrs later you may get automated message that your reservation was canceled because you did not verify your account. You go again and repeat the process with the verification only to receive another cancellation next day stating you did not upload your picture.</i></p> <p><i>The host can send you a direct booking link, but if you don't respond in 24 hrs, not 48 as the system tells you, you get a message that the host withdrew your booking and the property is no longer available. If you contact the host he/she will tell you they never sent such a message and that they got message that you canceled the reservation. So it is absolutely ridiculous.”</i></p> <ul style="list-style-type: none"> - Michael, 31/12/18 - https://www.consumeraffairs.com/travel/airbnb.html?page=3 	<p>slightly different from other reviews. He talks about his experiences but gives more advice for other people thinking about the service than most reviewers. He structures his review in thematic sections, showing he has gone to extensive effort to critique this service. He gives not only his experiences, but critiques overarching issues he has found within the service, giving a more holistic review of the company as a whole.</p>	<p>displaying a clear lack of transparency concerning booking costs. The customer also complains about the experience of booking as there are many “glitches” between the customer and hosts, where it is both time sensitive and done in a non-logical order. He states that the host has to firstly approve you, and you can only send a request for a booking after you make your payment, to which your payment and reservation can be cancelled automatically if your account isn’t fully verified yet. The customer also links issues as he states that the booking process is extremely time sensitive, and both the customer and host are left with different information concerning automatic cancellations.</p>	<p>automatic booking cancellation, time restrictions, mis-information, poor service structure</p>
<p>[13] *one-star overall review* *one-star customer service review* *three-star booking ease review* <i>“Appalling business practice and unethical to the customer. Made a reservation leading up to valentine's day for a place that did not include any detail about the duration of stay the host wanted. Put in all the necessary credit details and the money was taken out of</i></p>	<p>Andy L lives in Sydney, Australia and has been a member since the 9/2/19. This signifies that he had created his account specifically to leave a review about the Airbnb service; that his experiences were so poor that he felt compelled to</p>	<p>The customer had made a reservation for a place which didn’t include any details about the duration of the stay the host wanted. After paying for the requested room, he got messaged by the owner about a</p>	<p>False advertisement (unethical changing of price), refund policy, poor customer</p>

<p><i>my account. So right here, I as a customer, have paid for a product, fair and square, expecting to receive a reply from the host with details about when to pick up the key and such. A couple of hours later, a message from them wanting to increase the 1 night stay from \$98 to \$475.</i></p> <p><i>...</i></p> <p><i>I decline and ask why and it turns out the host is looking for someone who can stay for more than 1 night since they won't be able to find someone to clean the place after we leave. I would be absolutely fine with this if the money from my account hadn't already been taken by airbnb.</i></p> <p><i>Why does the company force the customer to pay first and then give the host the option to alter the deal/ cancel it?</i></p> <p><i>Again, I would be fine with communicating with the host regarding the amount of days they prefer someone to stay (even though they had no notice on their listing) if my money wasn't already taken by airbnb.</i></p> <p><i>I've put in the refund request which has been approved (thank god) but the money will return to my account in 5-15 business days.</i></p> <p><i>... ..</i></p> <p><i>Why does the customer suffer the most out of this otherwise simple transaction??</i></p> <p><i>So now I am left with no reservation and no money.</i></p> <p><i>And I can't exactly place another reservation due to me being \$100 poorer than before.</i></p> <p><i>I have to wait 1-2 weeks by which the date I planned something special will be long over.</i></p> <p><i>I usually hear such good things about this company and how easy they make it for customers and hosts to work something out but this experience has really given me cold feet about this company and I am extremely disappointed by their overall business practice."</i></p> <ul style="list-style-type: none"> - Andy L, 15/2/19 - https://www.productreview.com.au/reviews/d40af34f-e23e-4153-b48f-b6f176cb45ab 	<p>sign up to this online site. The review he leaves is lengthy as he describes not only his experiences, but also his rhetorical questions about the service, to which are completely justified as he has given detailed facts about his booking (i.e. dates, price).</p>	<p>price increase of \$377, information which was not included in the slightest when making the booking. The customer declined this increased price and the owner informed him that he wanted someone who could stay longer for one night. The customer states that this interaction, while being slightly inconvenient would have been fine by him; however, money was still deducted by Airbnb. The service has said that he will be receiving his refund soon, however the customer cannot book another place as his booking is dependent on the date. He is now questioning the booking methods and business practice of this service.</p>	<p>service, poor service structure</p>
<p>[14] *one-star overall review* *one-star customer service review*</p>	<p>Phil is from South East Queensland, Australia and has</p>	<p>The customer describes his hard work to become a super-host</p>	<p>Confusing accounts, poor</p>

<p>*one-star booking ease review*</p> <p>“We are AirBnb 5-star Super-Hosts since 2017 and yes we have had some wonderful guests.</p> <p>It takes a huge amount of work to become 5-star super hosts, on occasions you have to give special care for your quests and other times it can be very intrusive into your home.</p> <p>We have spent many thousands of dollars of our money building and setting up our house, specifically for AirBnb Hosting.</p> <p>Just negotiating the AirBnb website, with all its quirks to get the setup correct has taken us more than 3-days work.</p> <p>For example: If you set the arrival start time as flexible, it is impossible to set any arrival end time as the website forces us to set that as flexible, so then we get people booking who then later advise that they will not arrive until 1am.</p> <p>Another example: Even though our site is dedicated half of our house, we have to list our site as Entire House and are happy for one person to use just one Private Room. Whist everyone knows that an entire house contains private rooms we still have to list in the Private Rooms section. But even though we are the same site and same hosts, AirBnb does not show the private room enquirers that we are 5-Star and Super-hosts and does not display our guest reviews.</p> <p>For all of this time, we have had difficulty with AirBnb not showing our listing, and today I cannot even display our own listing when I type in our exact name and search on our actual suburb.</p> <p>I can only conclude that AirBnb has major conflicts and difficulties with their IT System and fundamental concept definitions.</p> <p>I am a website software developer and would never release a website like this with confused concepts and display rules.”</p> <ul style="list-style-type: none"> - Phil, 13/2/19 - https://www.productreview.com.au/reviews/1d2abf8a-f0a0-45bf-b42b-d06f9f762ed8 	<p>been a member of ‘<i>Product6 review</i>’ since 14 March 2017. He has provided enough information and reviews throughout the years to have become a verified reviewer. He gives substantial details about his frustrations of being a host of Airbnb with relevant screenshots from the website, also establishing his ethos not only as a customer, but also as a software developer. He also follows up his review with Facebook comments showcasing the aftermath of leaving this review (which are extremely lengthy). Included within the reverberation of the review, he states that “<i>our listing miraculously started appearing again, but...it never showed.</i>” He then states that “<i>after providing three more examples of their search engine failure, I no longer get any response and have probably been labelled as a nuisance.</i>” This hence proves that the service appeared to respond to his complaint, but only on the surface level, they never resolved his issue in depth.</p>	<p>for the Airbnb site, however when actually setting up his Airbnb hosting account he needed to take three days, of which he was extremely confused and frustrated with the available options that the service supplies you. He gives two examples of this difficulty, one being setting the arrive and departure time, and also the mis-distribution of information as his status as super-host. Additionally, the customer faces issues of his listing not being shown, even after spending so much time in setting up his account. The customer then concludes that the service has “major conflicts” with their IT and UI design.</p>	<p>service structure, mis-information</p>
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