



**AACS2303 INTRODUCTION TO INTERFACE DESIGN
ASSIGNMENT REPORT**

Programme :DFT (Intake:2024)

Tutorial Group :G5

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the Amenities section, where key features of the property are highlighted, such as Wi-Fi, air conditioning, kitchen appliances, and entertainment options

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PHASE 2

Table of Contents

| | |
|----------------------------------------------------|----|
| 1.0 Low Fidelity Prototype – Travellers | 1 |
| 1.1 Log In Page | 1 |
| 1.2 Home Page | 1 |
| 1.3 Search Guest Page..... | 2 |
| 1.3.1 Add Children Page | 2 |
| 1.3.2 Minimum One Adult Page | 3 |
| 1.4 Browsing Page | 4 |
| 1.4.1 Photos..... | 4 |
| 1.4.2 Amenities | 5 |
| 1.4.3 Reviews..... | 5 |
| 1.4.4 Location | 6 |
| 1.5 Payment Page..... | 6 |
| 1.6 Reservation Confirmation Page | 7 |
| 2.0 Low Fidelity Prototype – Host..... | 8 |
| 2.1 Host Reservation Page | 8 |
| 2.2 Host Listing Page..... | 9 |
| 2.2.1 Host Listing Edit Page - Your Space | 9 |
| 2.2.2 Host Listing Edit Page – Arrival Guide | 11 |
| 2.3 Host Earnings Page | 11 |
| 3.0 High Fidelity Prototype – Travellers | 12 |
| 3.1 Log In Page | 12 |
| 3.2 Home Page | 13 |
| 3.3 Search..... | 14 |
| 3.3.1 Search Destination | 14 |
| 3.3.2 Select Dates..... | 14 |
| 3.3.3 Search Guests Page | 15 |
| 3.3.3.1 Add Children Page | 15 |
| 3.3.3.2 Add Adult Page..... | 16 |
| 3.4 Browsing Page | 17 |
| 3.4.1 Photos..... | 17 |
| 3.4.2 Amenities | 19 |
| 3.4.3 Reviews..... | 20 |
| 3.4.4 Location | 28 |
| 3.5 Payment Page..... | 29 |
| 3.6 Reservation Confirmation Page | 30 |

AACS2303 INTRODUCTION TO INTERFACE DESIGN

| | |
|----------------------------------------------------|----|
| 4.0 High Fidelity Prototype – Host | 31 |
| 4.1 Host Reservation Page | 31 |
| 4.1.1 All | 31 |
| 4.1.2 Confirmed | 31 |
| 4.1.3 Completed | 32 |
| 4.1.4 Canceled | 32 |
| 4.1.5 Pending | 33 |
| 4.2 Host Listings Page | 34 |
| 4.2.1 Host Listing Edit Page - Your Space | 34 |
| 4.2.2 Host Listing Edit Page – Arrival Guide | 38 |
| 4.2.3 Host Create Listings Page | 39 |
| 4.3 Host Earnings Page | 52 |

1.0 Low Fidelity Prototype – Travellers

1.1 Log In Page

This is the starting page of our website. It allows users to log in or sign up using their phone number. Users can select their country code from a dropdown list and enter their phone number to proceed.

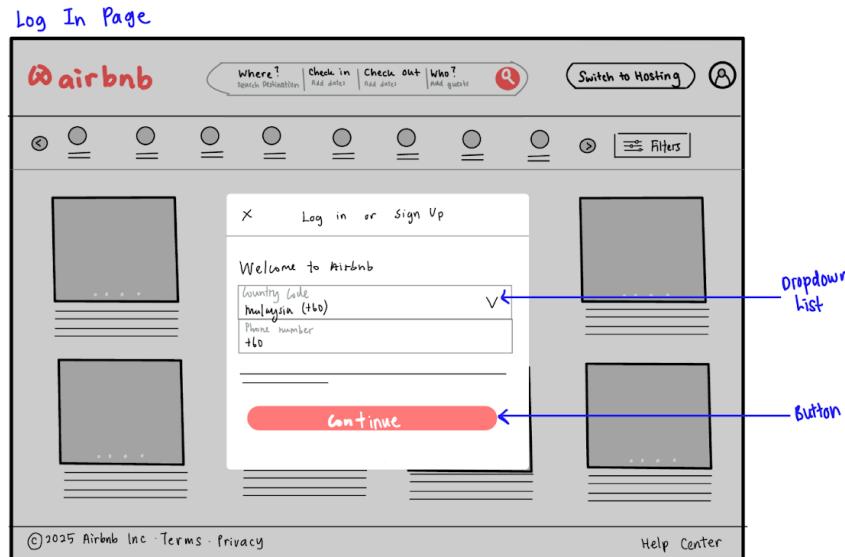


Diagram 1.1: Log In Page

1.2 Home Page

After logging into their account, users are directed to the Home Page. Our Home Page includes a header featuring a search bar that allows users to enter their location, choose travel dates, and select the number of guests. Next to the search bar, there is a button that lets users switch to the hosting side of their account. Additionally, we provide a navigation bar for easy access to different sections of Airbnb.

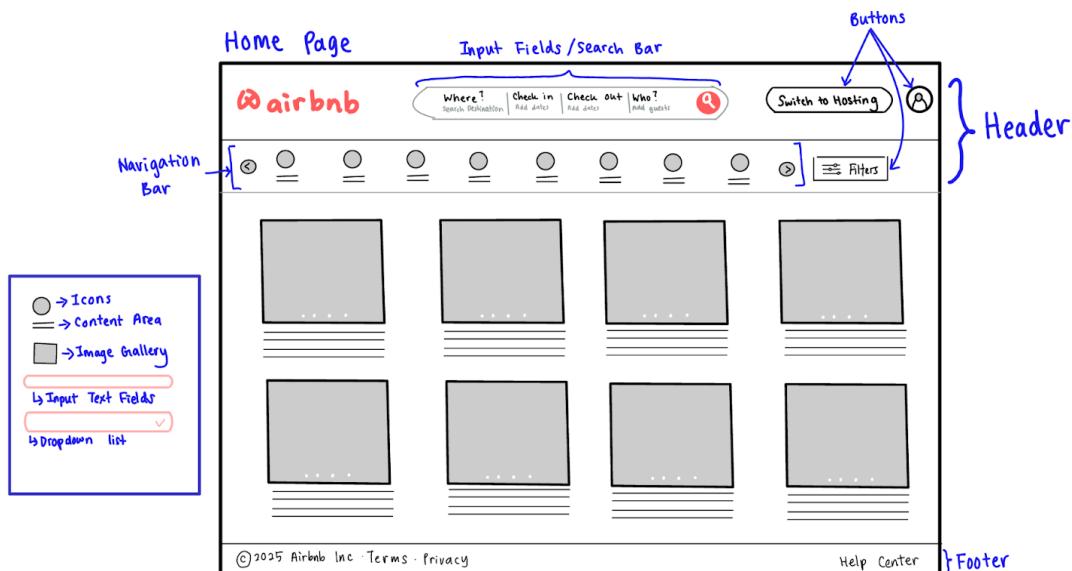


Diagram 1.2: Home Page

1.3 Search Guest Page

When users click on the search bar for adding guests, they can choose to add adults, children, infants or pets through incremental buttons like (+) and (-).

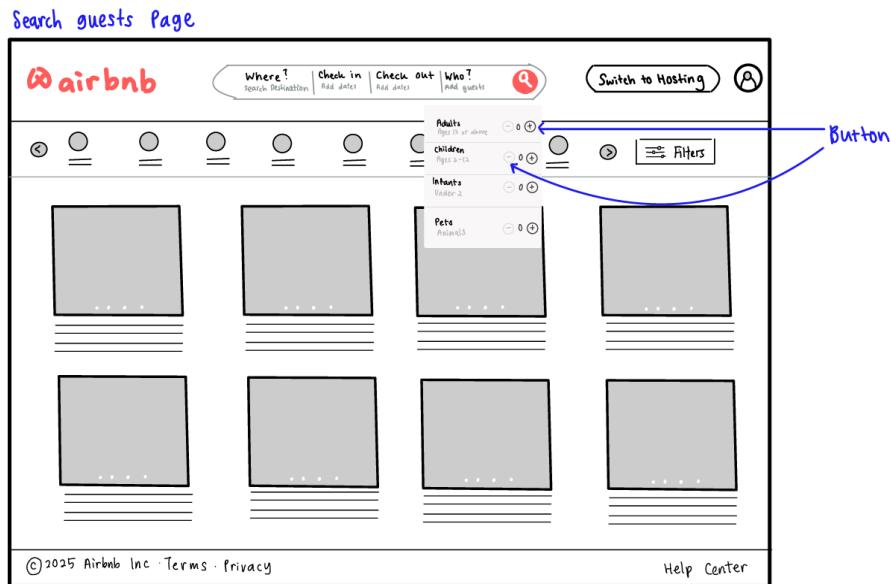


Diagram 1.3: Search Guest Page

1.3.1 Add Children Page

Airbnb previously had a UI issue where adding children as guests would automatically add one adult without any feedback. To improve user clarity, we added a popup message. Now, when users add children without selecting an adult, a popup message appears stating that children cannot make bookings on their own without an adult and that one adult has been automatically added to the guest count.

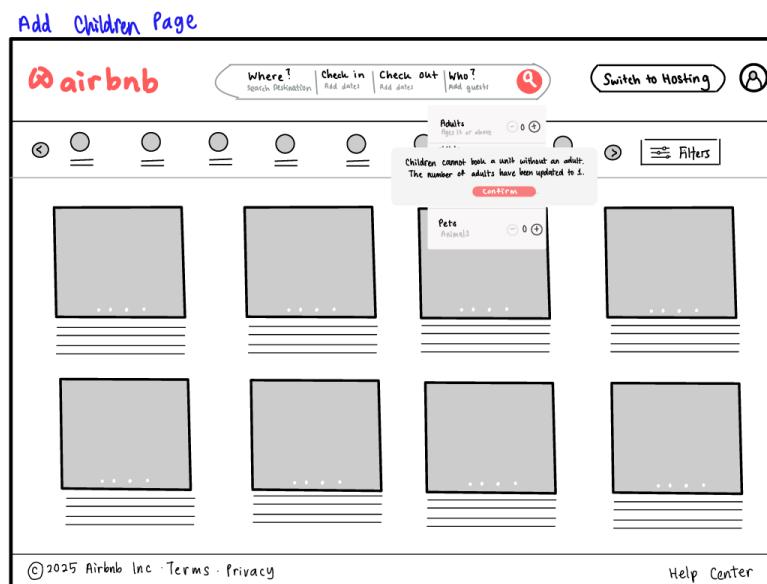


Diagram 1.3.1: Add Children Page

1.3.2 Minimum One Adult Page

Another UI issue on Airbnb was that after a child was added and an adult was automatically included, users were unable to decrease the number of adult guests, the minus button appears disabled without any explanation. To enhance the user experience, we introduced a popup message. Now, when users attempt to decrease the number of adult guests, a message appears stating that at least one adult is required to complete the reservation. This helps clarify why the adult count cannot be reduced below one.

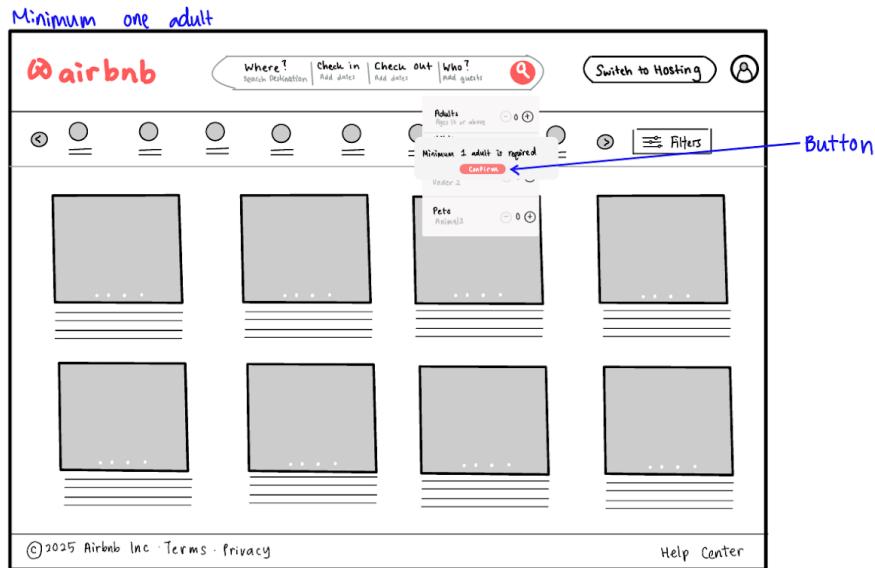


Diagram 1.3.2: Minimum One Adult Page

1.4 Browsing Page

1.4.1 Photos

After users click on an Airbnb listing, they are taken to the photo section of the browsing page. A progress bar is displayed to indicate their current stage in the booking process, helping users understand where they are. Tabs are provided for easy navigation between different sections. Users can browse listing photos, select their travel dates and number of guests, and proceed with the booking by clicking the “Reserve” button.

Previously, Airbnb's service fee had inconsistent display of fees and lacked clarity, which often left users confused. To address this issue, we introduced a clearer explanation by combining the cleaning fee and service fee details such as customer support and secure transaction services into a collapsible content. This helps users better understand exactly what they're paying for.

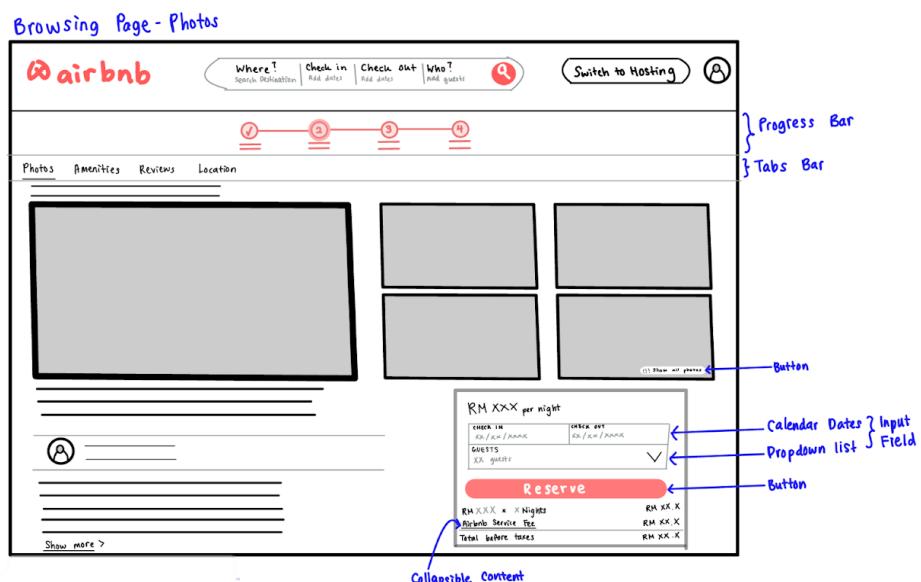


Diagram 1.4.1: Browsing Page - Photos

1.4.2 Amenities

As users scroll down, they will reach the Amenities section. By clicking the “Show all amenities” button, a full list of all the amenities provided by Airbnb will be displayed.

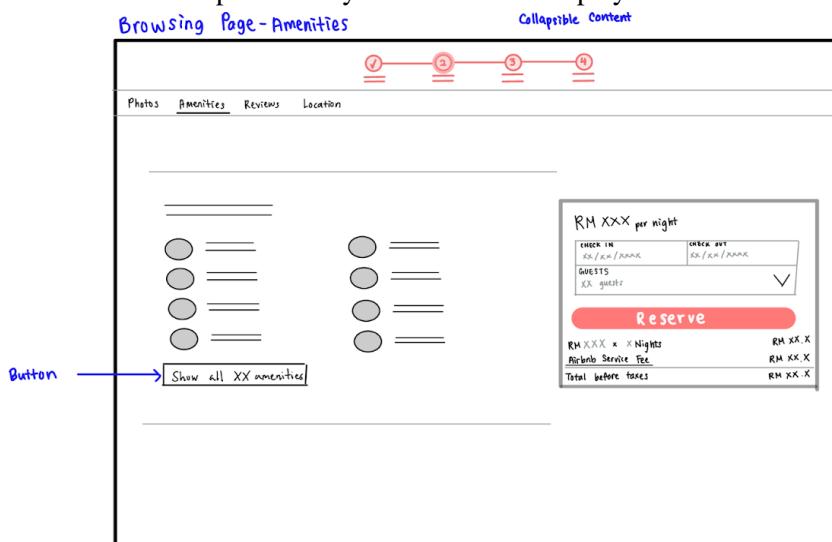


Diagram 1.4.2: Browsing Page – Amenities

1.4.3 Reviews

Next up is the Reviews section, showcasing guest feedback alongside star ratings. Long comments can be expanded by clicking the “Show more” collapsible content, and the “Show all reviews” button opens a dedicated view where users can browse every review.

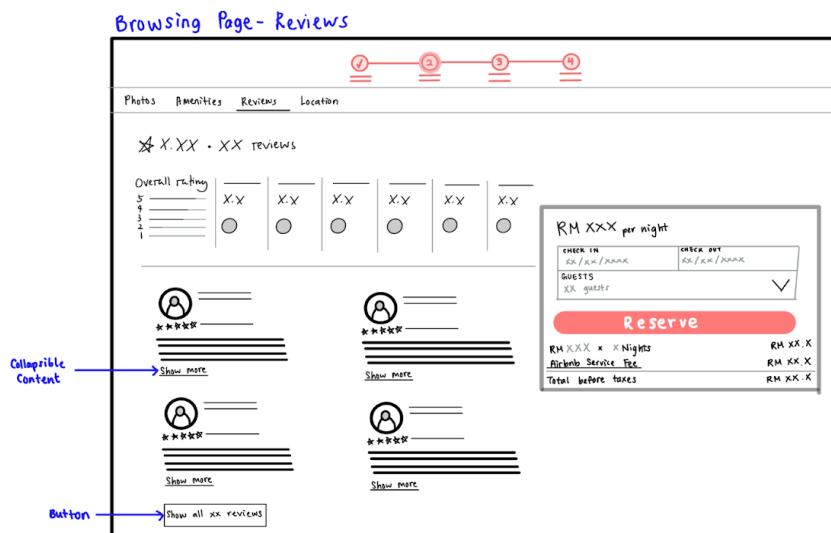


Diagram 1.4.3: Browsing Page – Reviews

1.4.4 Location

Next up is the Location section, featuring a map for users to navigate the location of the listing. Users can know more details by clicking on the “Show more” collapsible content.

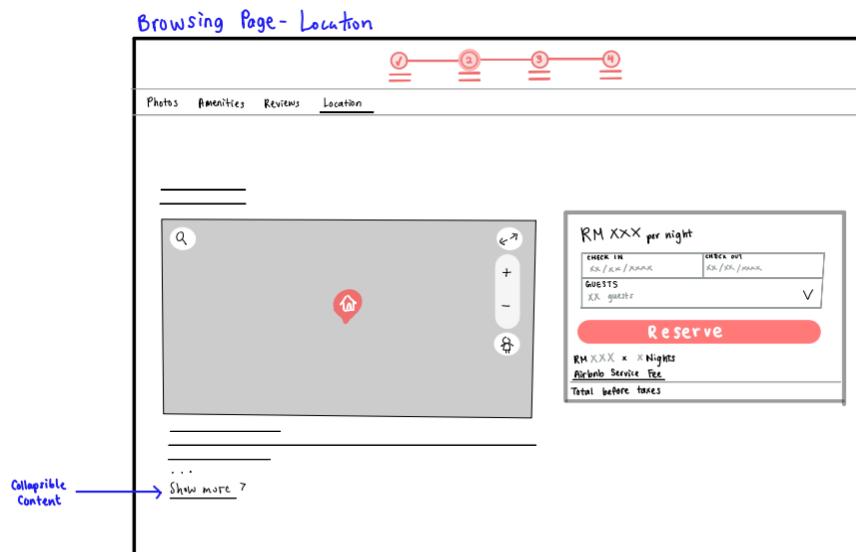


Diagram 1.4.4: Browsing Page – Location

1.5 Payment Page

After users click on the reserve button, it will bring users to the payment page. This page has “Edit” buttons for users to change their check-in dates. When users enter details like payment method, they can choose based on the dropdown list. Moving down the page, Airbnb’s cancellation policy as well as ground rules are clearly stated. Next to it, pricing details are shown, including nightly rates, service fees, and the total amount the user needs to pay.

Previously, additional fees would appear unexpectedly on the payment page, which caused confusion for users. We have addressed this issue by ensuring consistent pricing is shown from the Browsing Page all the way through to the Payment Page, providing users with a clearer and more reliable booking experience.

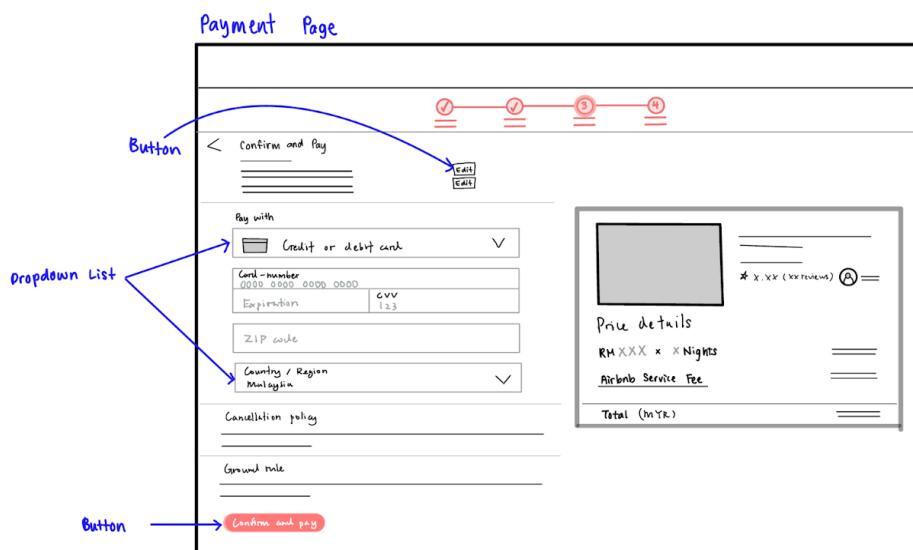


Diagram 1.5: Payment Page

1.6 Reservation Confirmation Page

After completing the payment process, users are directed to the Reservation Confirmation page. This page displays a summary of the booking details, including booking details, host details, reservation code, what to expect and customer support as well. A “Return to Home” button at the bottom allows users to go back to the Airbnb home page.

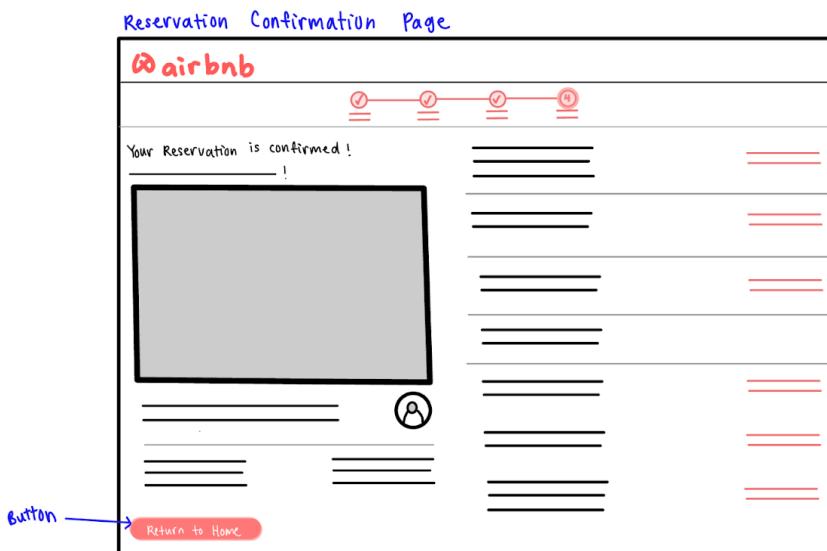


Diagram 1.6: Reservation Confirmation Page

2.0 Low Fidelity Prototype – Host

2.1 Host Reservation Page

After users click the “Switch to Hosting” button in the Airbnb Home Page, users will be redirected to the Host Reservation Page, where hosts can manage their bookings.

Previously on Airbnb, the host dashboard is not consistent because it behaves differently for hosts that have posted properties compared to those who haven’t, leading to unnecessary confusion. This inconsistent interface behaviour disrupts the user experience, as hosts expect the platform to work uniformly regardless of their activity level.

So, we have changed it so that the homepage greets the host with "Welcome back, _____" and displays all reservations in a clean, organized layout. The page shows each reservation's listing details, guest details, total price, check-in/out dates and times, and current status of the booking, along with buttons to “Approve” or “Reject” bookings. Hosts can easily filter reservations by status through buttons like “All”, “Pending”, “Confirmed”, “Completed” and “Cancelled”.

In addition, Airbnb faced limitations with its photo ID verification system, which sometimes struggled to accurately distinguish between official identification documents and regular images. To ensure a consistent and reliable experience for hosts on our platform, we streamlined the reservation system by assuming verification has been handled in the background before users access hosting features.



Diagram 2.1: Host Reservation Page

2.2 Host Listing Page

Beside the Reservation section is the Listings section, where hosts can view all their current property listings. Each listing is displayed with key details such as a title, image, and price. Hosts can also click the “Add” button to create and publish a new property listing. Additionally, hosts can edit a listing by clicking on the property they wish to update.

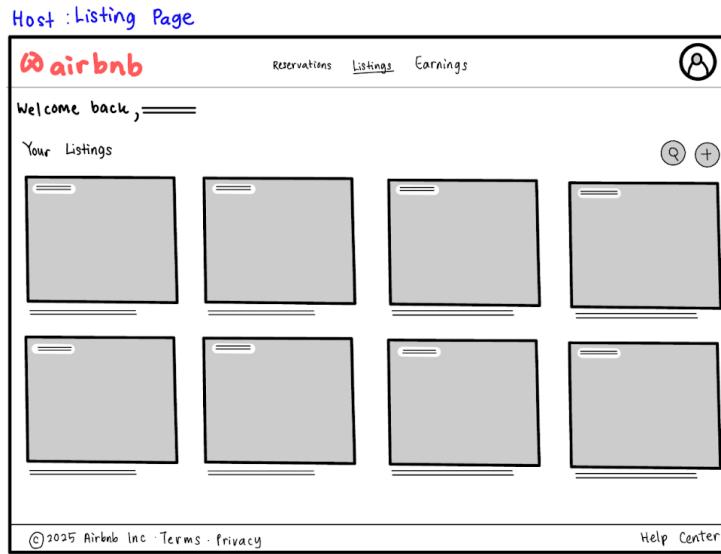


Diagram 2.2: Host Listing Page

2.2.1 Host Listing Edit Page - Your Space

When a host clicks on a property they wish to update, they are taken to the Listing Edit Page, which is the Your Space section. This page allows the host to edit detailed information about the property, including its title, pricing, description, property details, number of guests, location address, and availability. Hosts can also update important sections such as house rules, safety guidelines, and the cancellation policy. In addition, hosts can edit their profile information such as their name, description, and profile picture directly from this page.

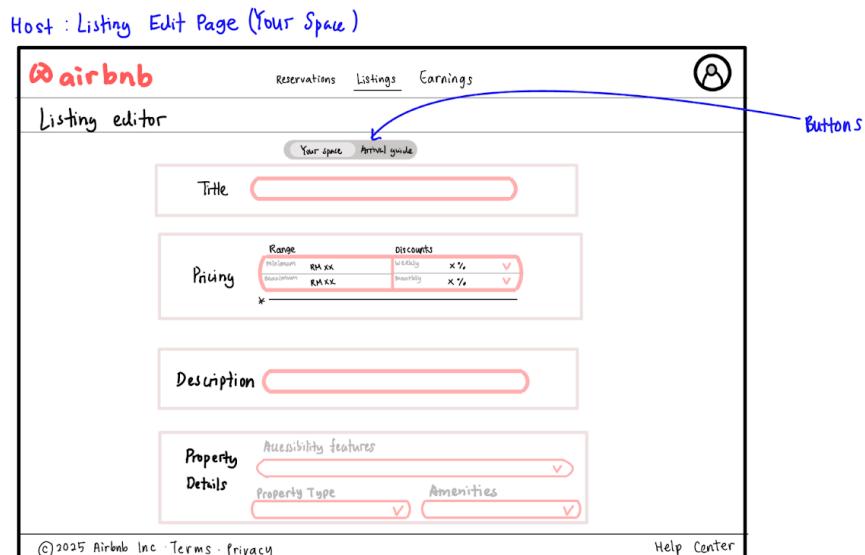


Diagram 2.2.1.1: Host Listing Edit Page – Your Page (Part 1)

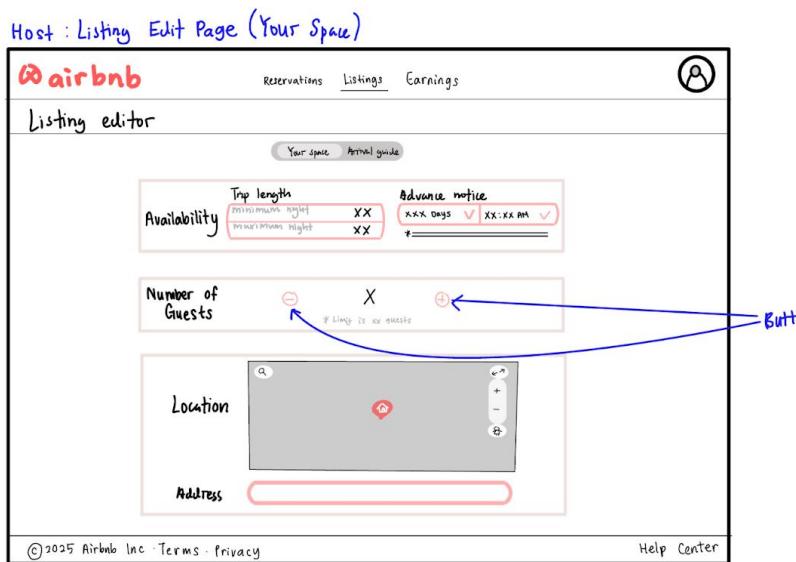


Diagram 2.2.1.2: Host Listing Edit Page – Your Page (Part 2)

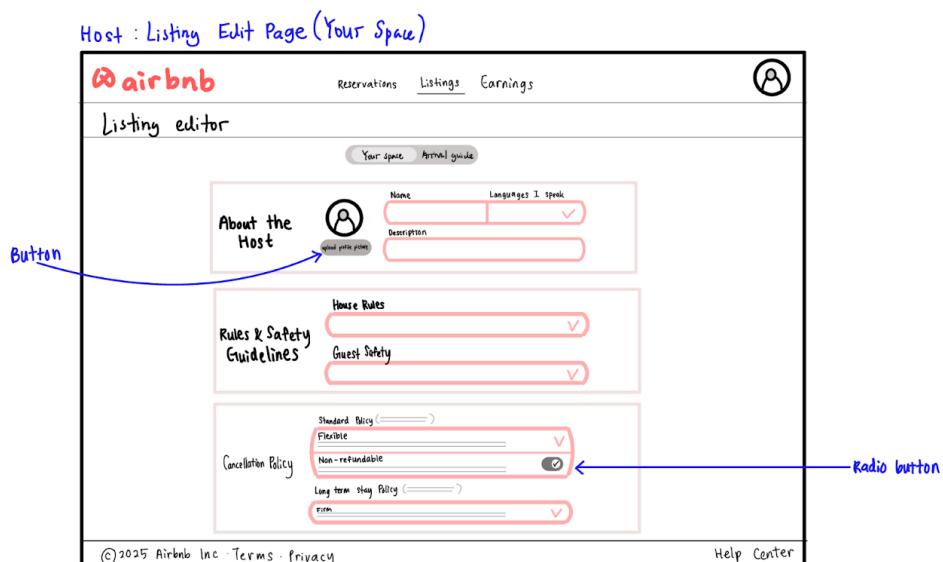


Diagram 2.2.1.3: Host Listing Edit Page – Your Page (Part 3)

2.2.2 Host Listing Edit Page – Arrival Guide

Hosts can switch to the Arrival Guide section by clicking a button. This allows them to edit the check-in and check-out times, including method and instruction for guests. Additionally, hosts can provide Wi-Fi details, such as the network name and password, as well as directions on how to reach Airbnb, offering clear guidance for guests.

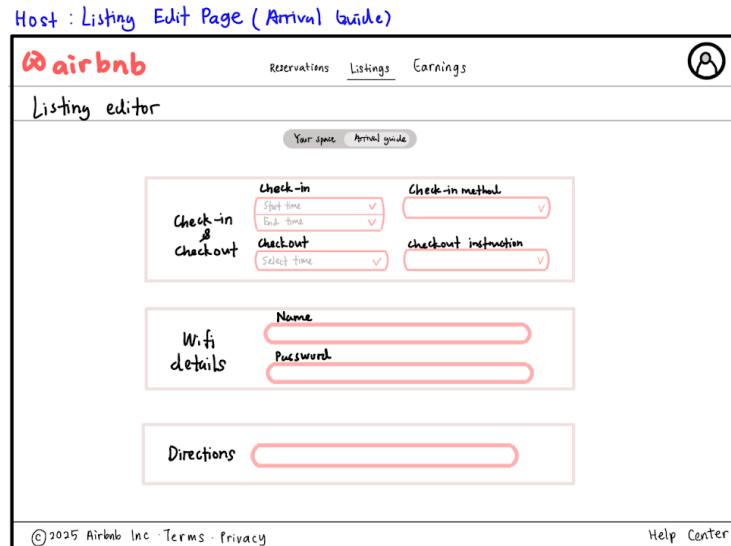


Diagram 2.2.2: Host Listing Edit Page – Arrival Guide

2.3 Host Earnings Page

When hosts click on the Earnings from the tab bar, it shows hosts an overview of their Airbnb income, showing "You've made RM XX.XX this month" at the top. It includes a visual earnings chart and a year-to-date breakdown next to it covering gross earnings, fees, taxes, and net total.

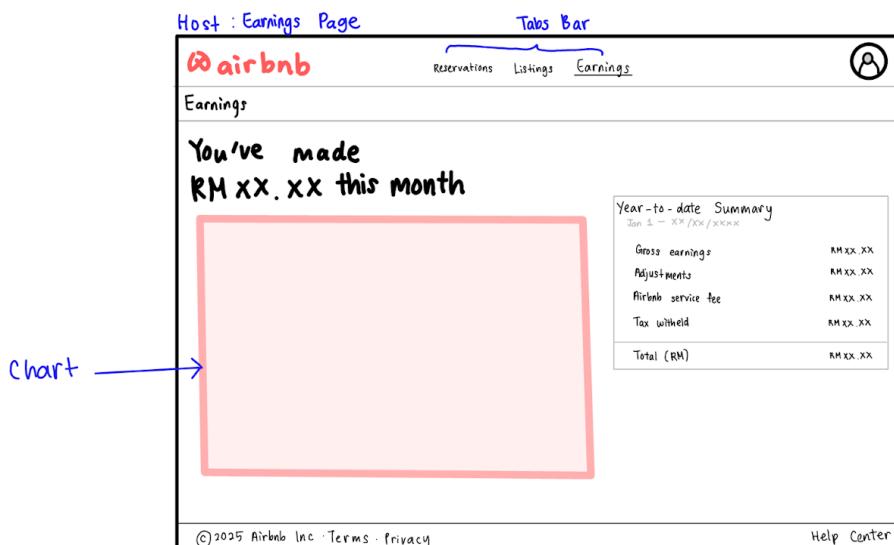


Diagram 2.3: Host Earnings Page

3.0 High Fidelity Prototype – Travellers

3.1 Log In Page

This is the starting page of our website. It allows users to either log in or sign up using their mobile phone number for a quick experience. Users begin by selecting their country code from a dropdown list, then entering their phone number in the input field.

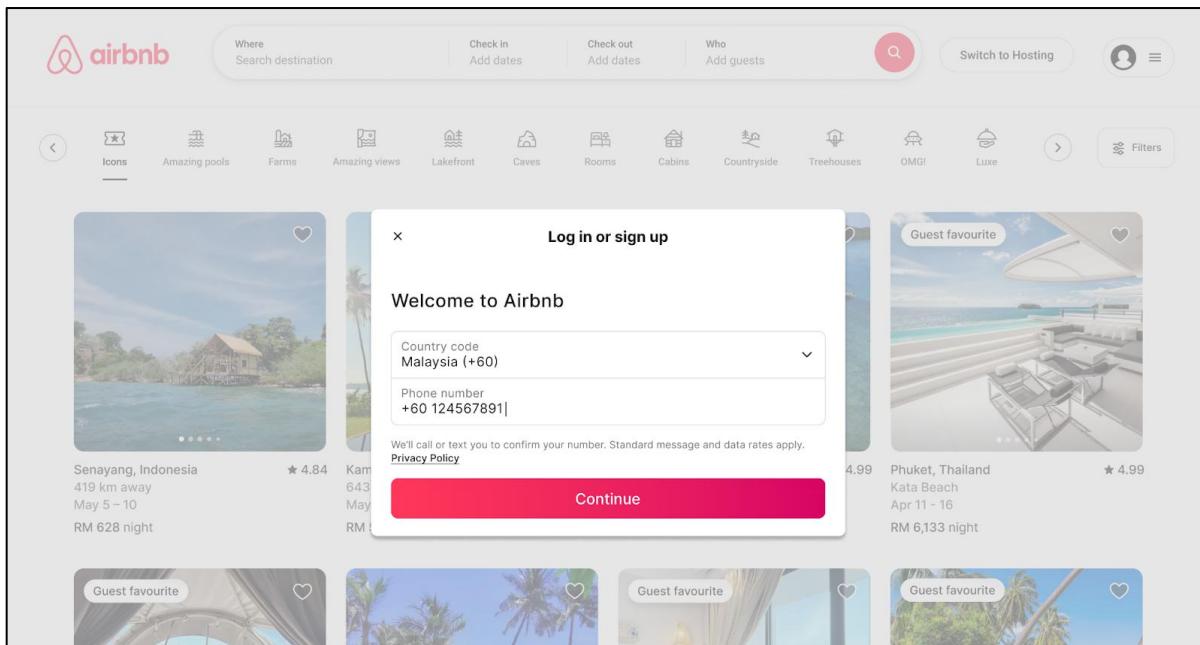


Diagram 3.1.1: Log In Page

Once the phone number is submitted, a verification code One-Time Password (OTP) is sent to the user via SMS. The user is then prompted to enter this code on the next screen to complete the login or sign-up process.

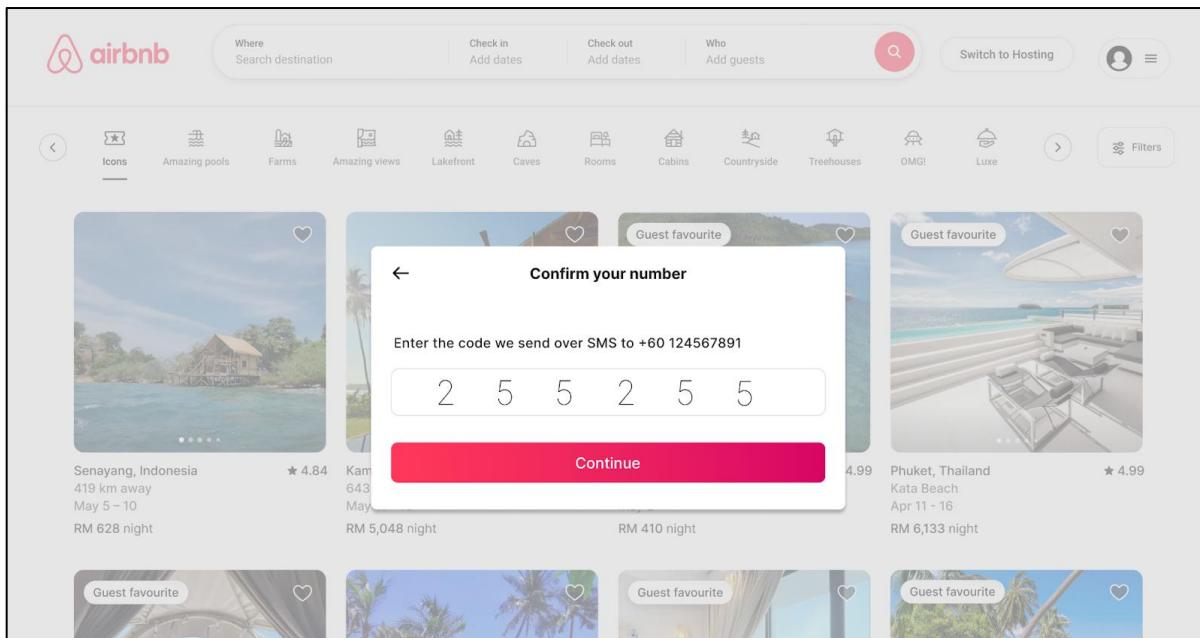


Diagram 3.1.2: Verification Page

3.2 Home Page

After logging into their account, users are directed to the Home Page. At the top of the page, there is a header that includes a search bar. This search bar allows users to enter their destination, select check-in and check-out dates by clicking or tapping on their preferred dates, and choose the number of guests for their stay.

Next to the search bar, there is a “Switch to hosting” button. This feature allows users who are also hosts to access their hosting dashboard and manage their property listings. Just below the header, a navigation bar provides quick access to different types of stays, such as Countryside, Treehouse, Lakefront, and more. This makes it easy for users to explore various categories and move around the website efficiently.

Additionally, previous Airbnb having inconsistent display of customer reviews, we have changed our customer reviews to be more consistent so it will be displayed to provide a complete and transparent overview.

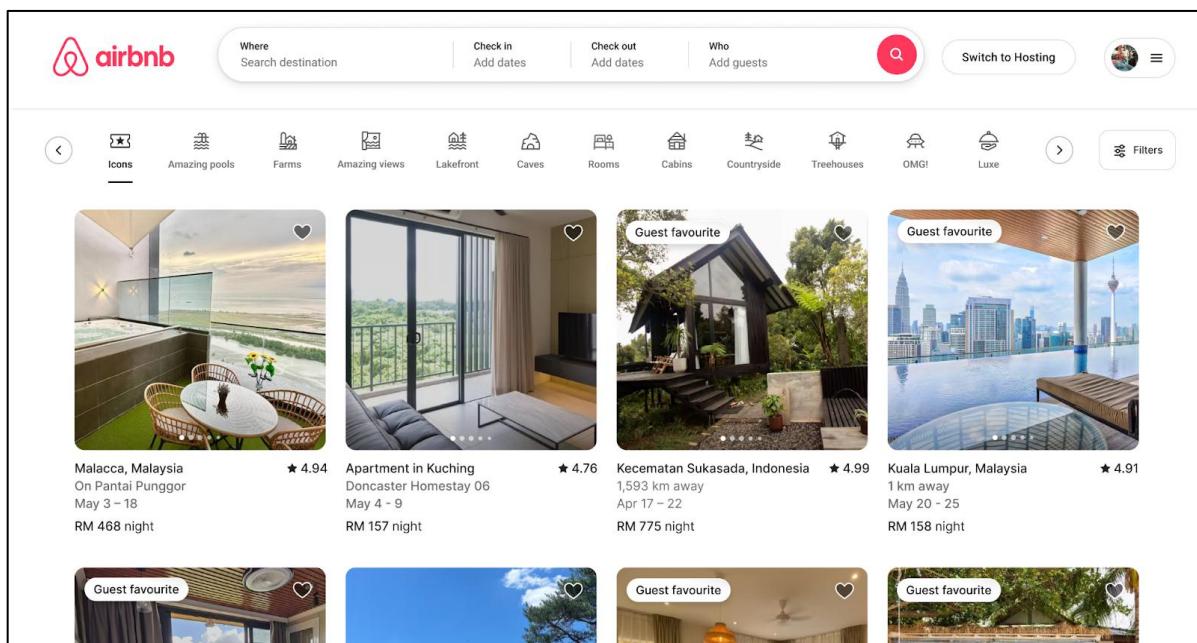


Diagram 3.2: Home Page

3.3 Search

3.3.1 Search Destination

Users can search for their desired destination using the search bar. After entering a location in the input field, a dropdown list will appear, showing suggested destinations that match the user's input in more detail.

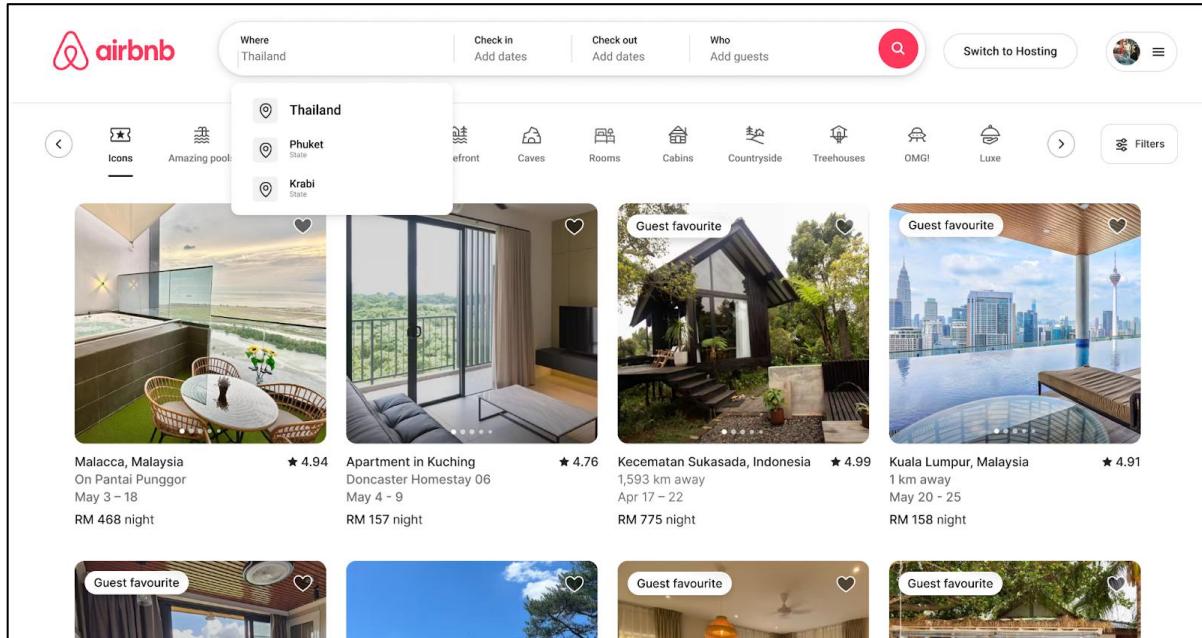


Diagram 3.3.1: Search Destination

3.3.2 Select Dates

After completing their search, users can select their preferred check-in and check-out dates by tapping on the calendar.

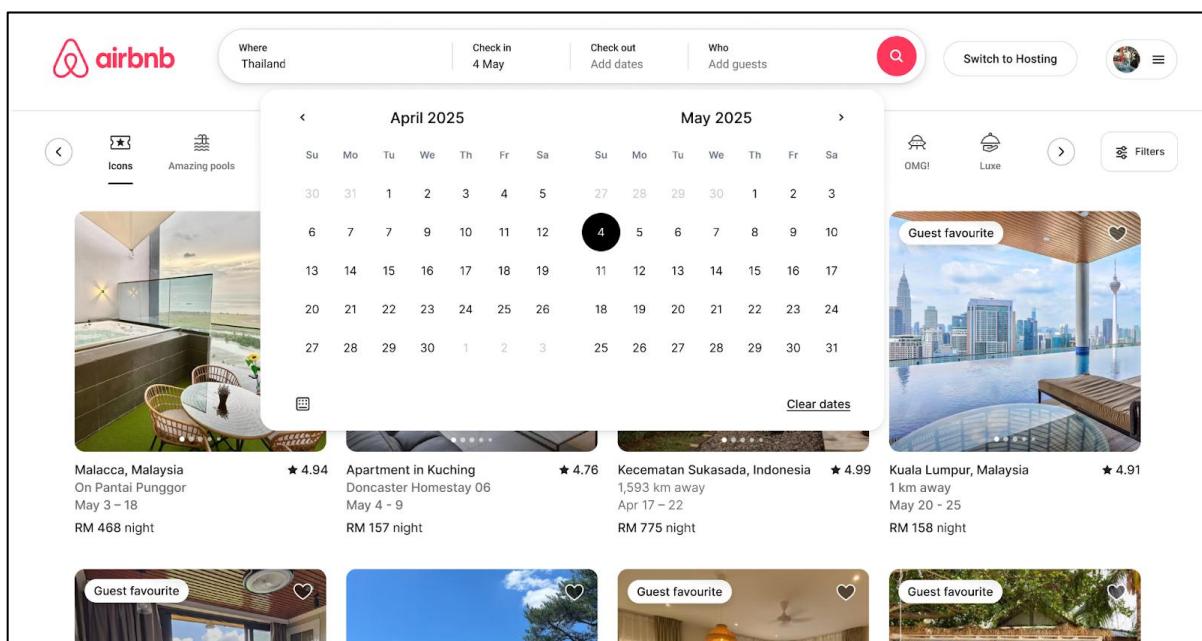


Diagram 3.3.2: Select Check-in and Check-out Dates

3.3.3 Search Guests Page

When users click to add guests, they can choose the number of adults, children, infants, and pets using simple plus (+) and minus (-) buttons.

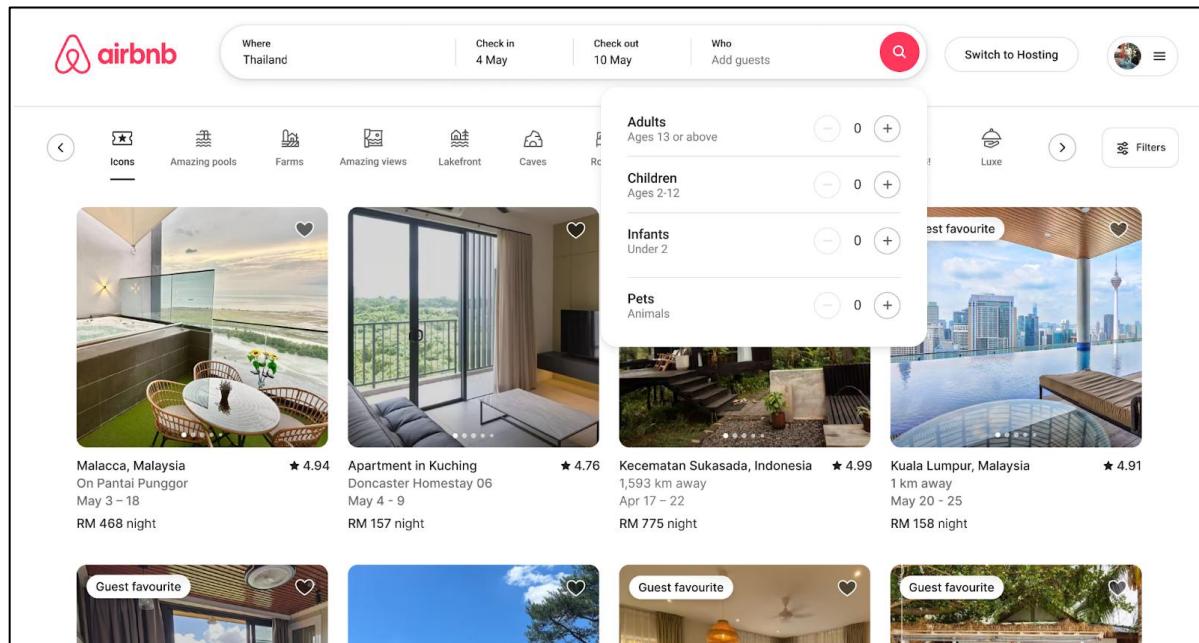


Diagram 3.3.3: Search Guest Page

3.3.3.1 Add Children Page

If a user selects children without adding any adults, a popup message will appear stating that children cannot book on their own without an adult, the number of adults will automatically be updated to one. As a result, the number of adults will need to be updated to one first to meet the booking requirements, ensuring that the reservation can be completed correctly.

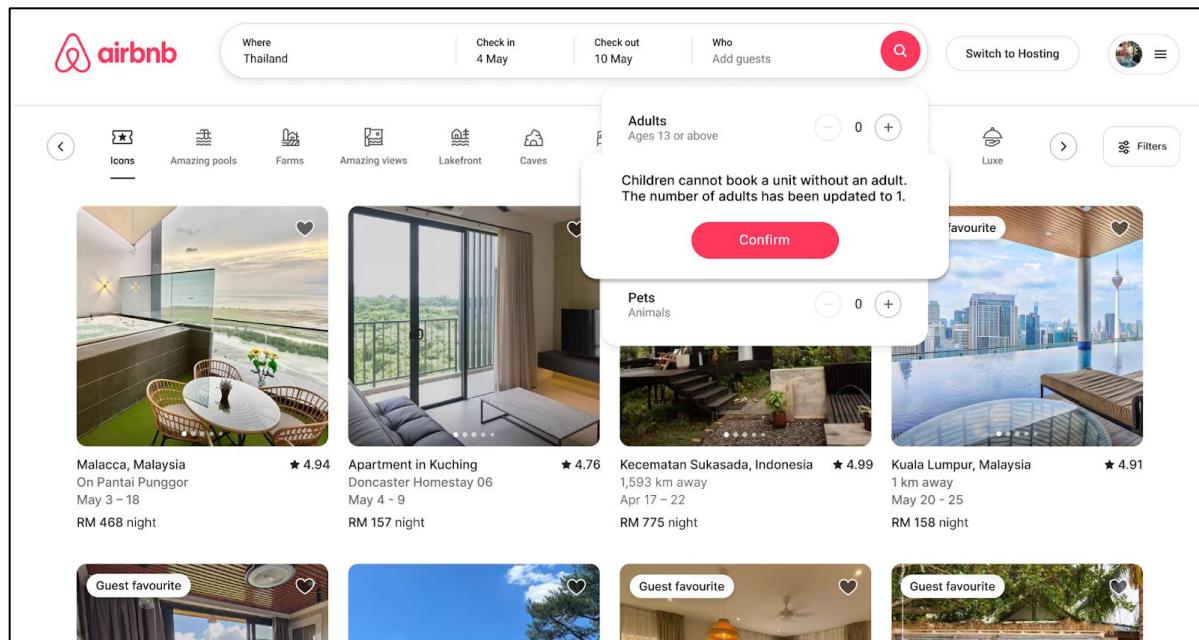


Diagram 3.3.3.1: Add Children Page

3.3.3.2 Add Adult Page

When users attempt to proceed with a booking after reducing the number of adult guests to zero, a popup message will appear stating that at least one adult is required. The message will explain that a minimum of one adult is needed to complete the reservation, ensuring that bookings are made for eligible guests.

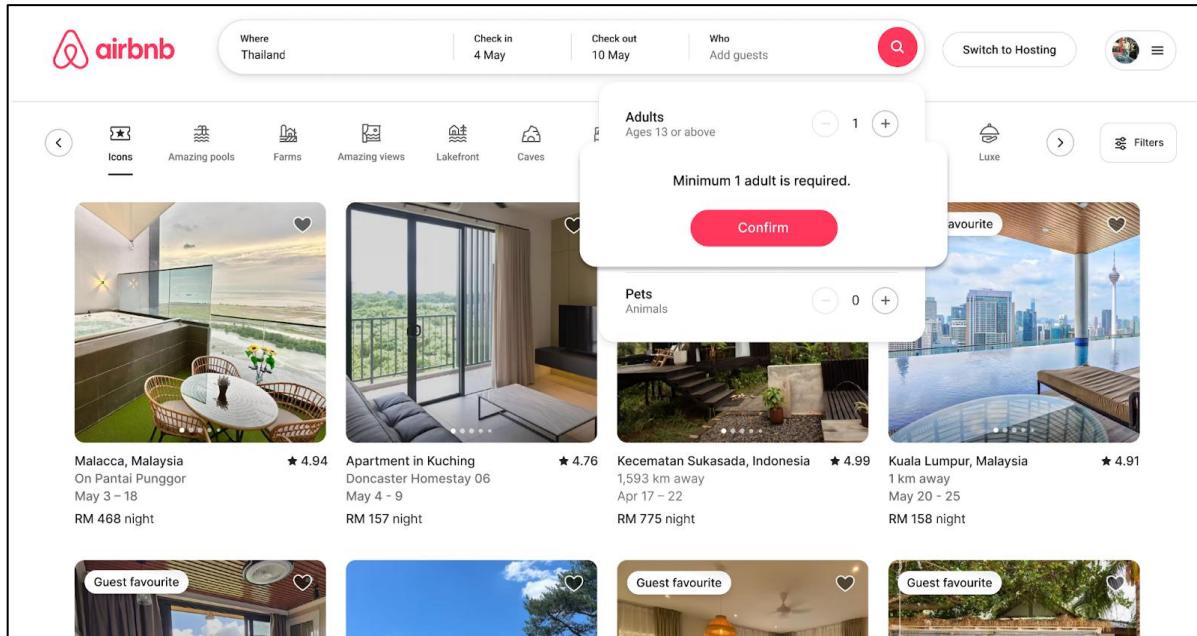


Diagram 3.3.3.2: Add Adult Page

After entering the location, selecting the dates, and choosing the number of guests, users can click the magnifying glass search button. This will take them to a list of available properties that match their selection.

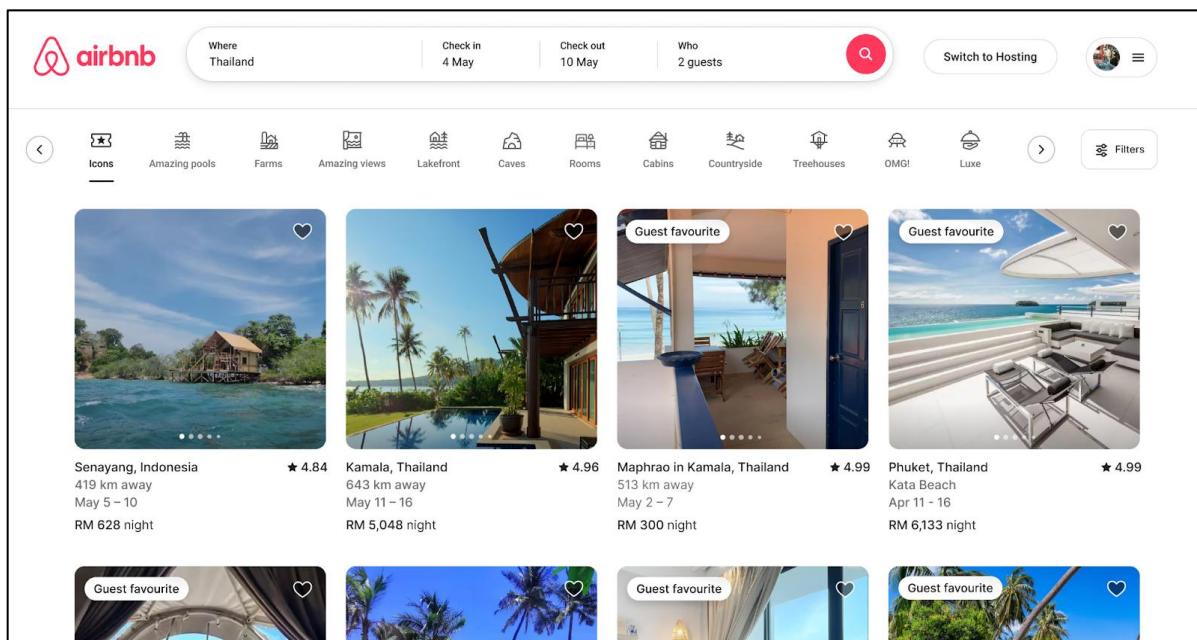


Diagram 3.3: Available Properties Page (After Search)

3.4 Browsing Page

3.4.1 Photos

After users click on an Airbnb listing they are interested in, they are taken to the photo section of that listing's browsing page. A progress bar at the top shows their current stage in navigating the Airbnb listing. Tabs are available to switch between different sections of the page. Users can view listing photos, select dates by clicking or tapping on their preferred dates, and add guests. A “Reserve” button allows users to proceed with their booking.

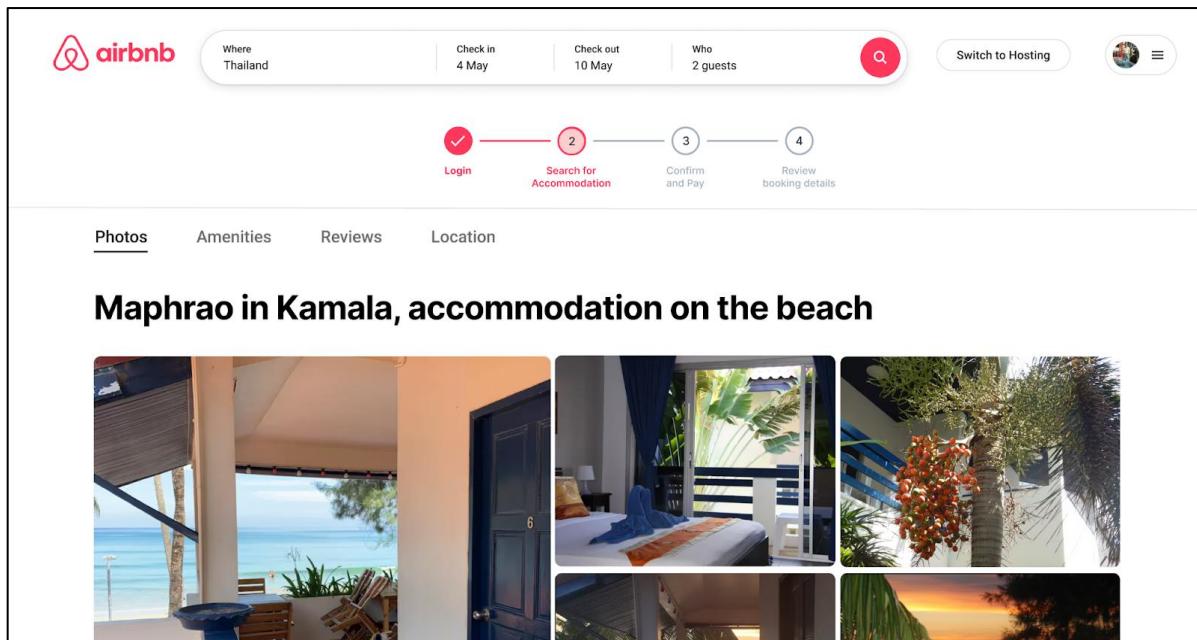


Diagram 3.4.1: Photos of Listing

Additionally, a collapsible section displays the Airbnb service fee details. When clicked, it expands to provide more information, helping clarify what the fee includes and addressing any hidden costs.

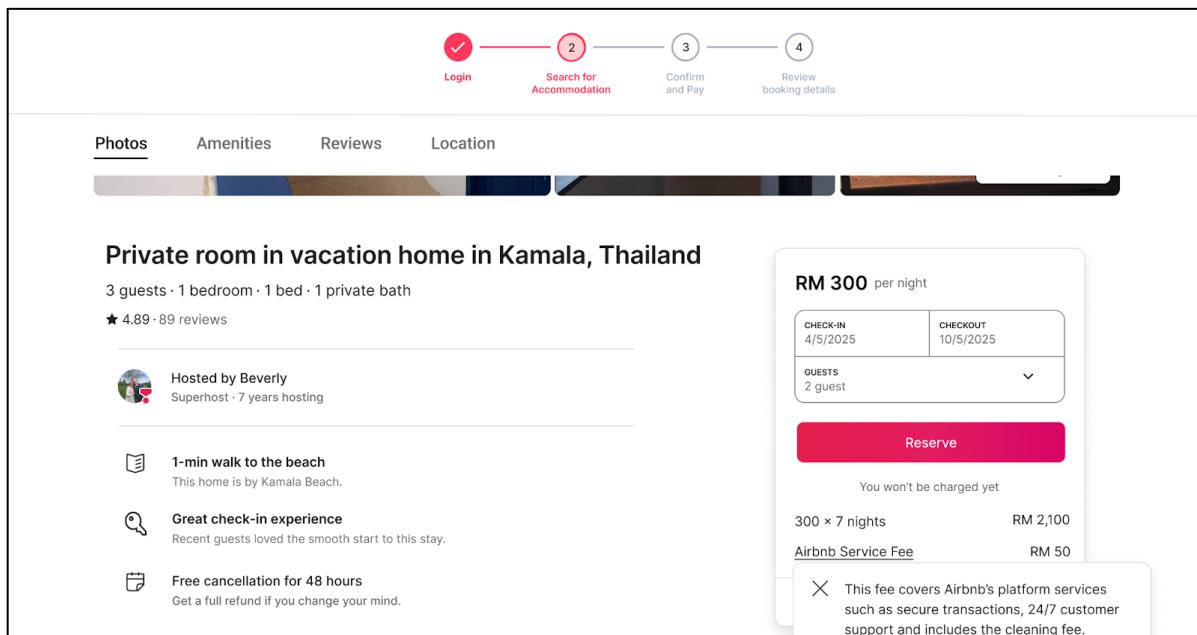


Diagram 3.4.1.1: Service Fee Explanation Page

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Airbnb previously had a feedback issue with no immediate price feedback when browsing booking dates. To address this, we have added a feature that displays live pricing on the calendar. This allows users to receive instant feedback when selecting their booking dates, ensuring they always have the most accurate pricing information in real time.

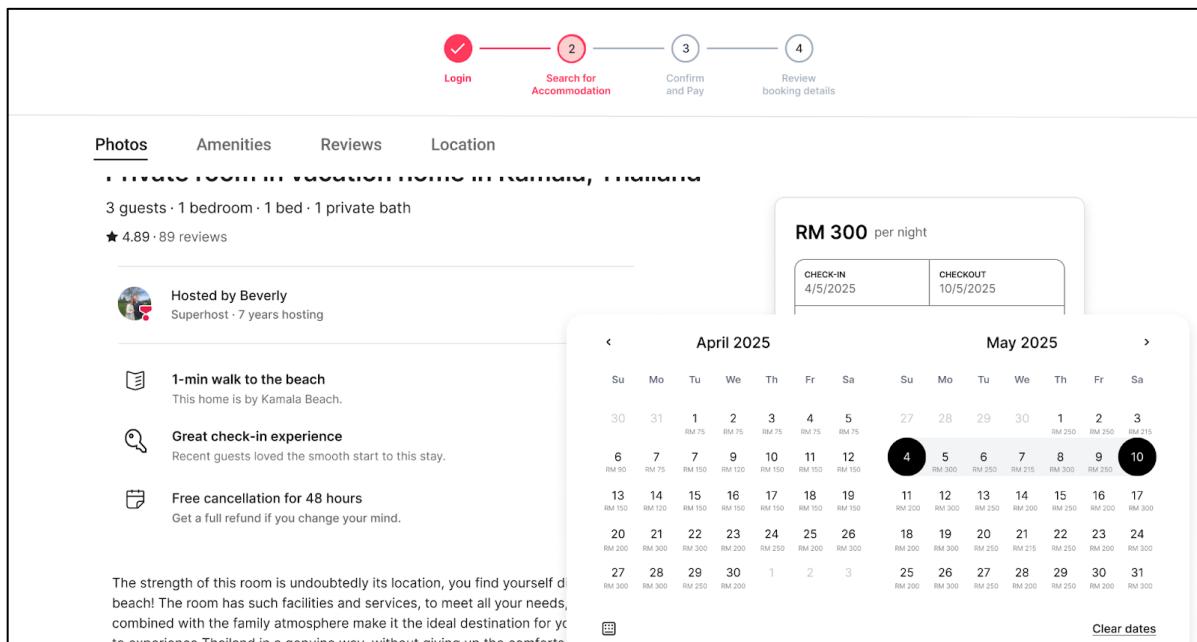


Diagram 3.4.1.2: Date Selection

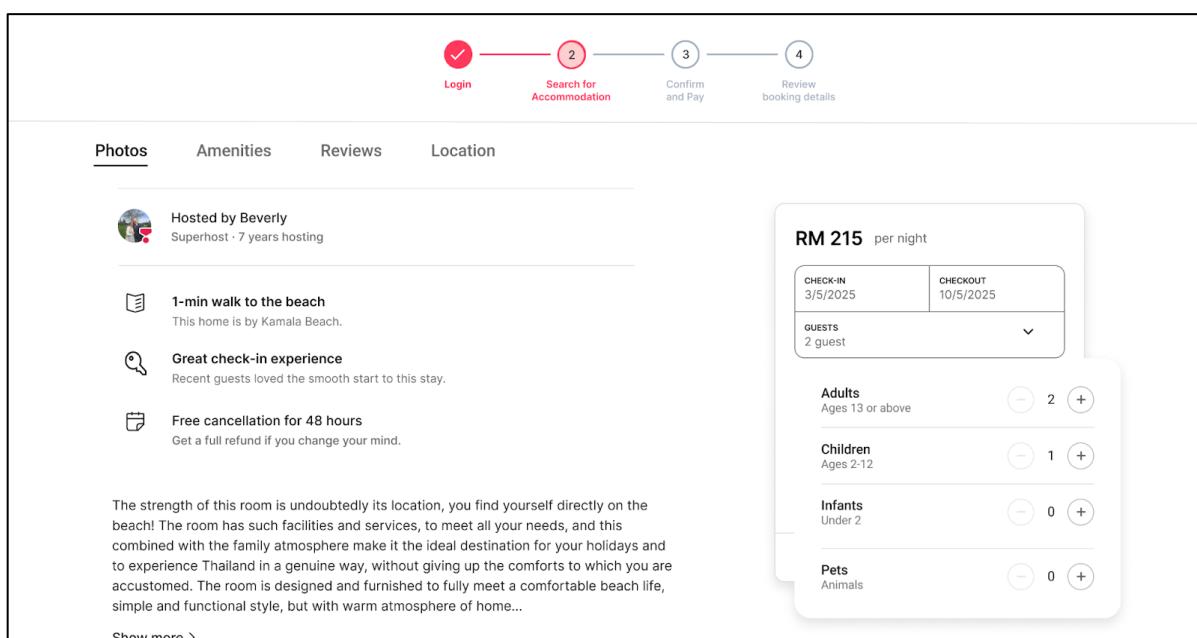


Diagram 3.4.1.3: Adding or Edit Guests

3.4.2 Amenities

As users scroll down the listing page, they will arrive at the Amenities section, where key features of the property are highlighted, such as Wi-Fi, air conditioning, kitchen appliances, and entertainment options. This section gives users a quick overview of what the property offers.

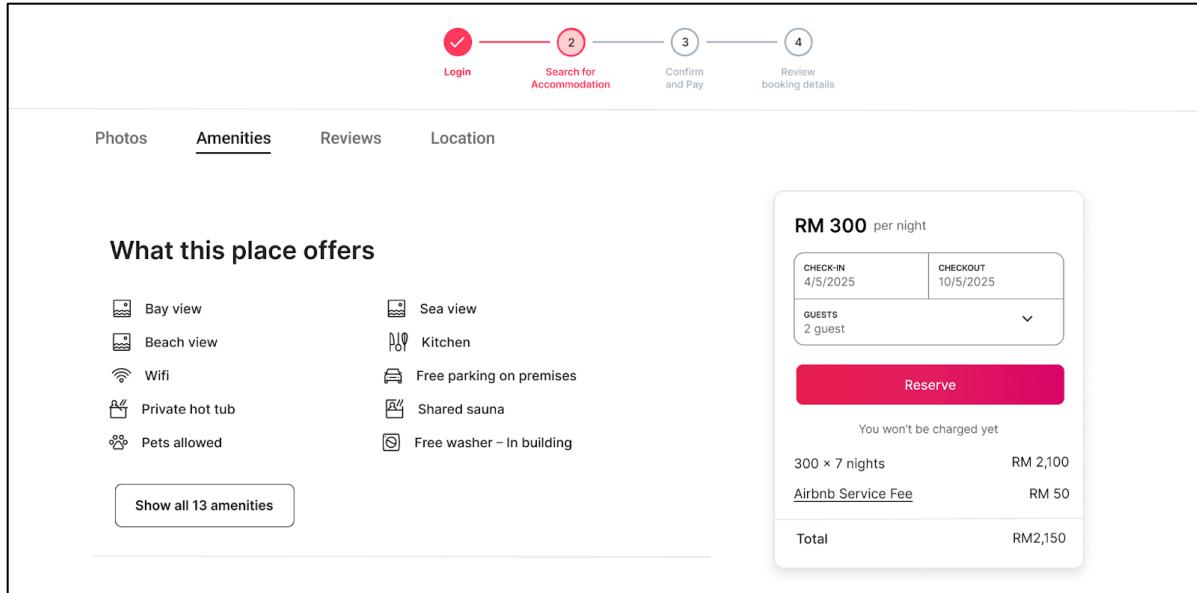


Diagram 3.4.2: Amenities of Listing

By clicking the “Show all amenities” button, a detailed list of all available amenities will expand, allowing users to review everything provided by the host, helping them decide if the listing meets their needs and preferences.

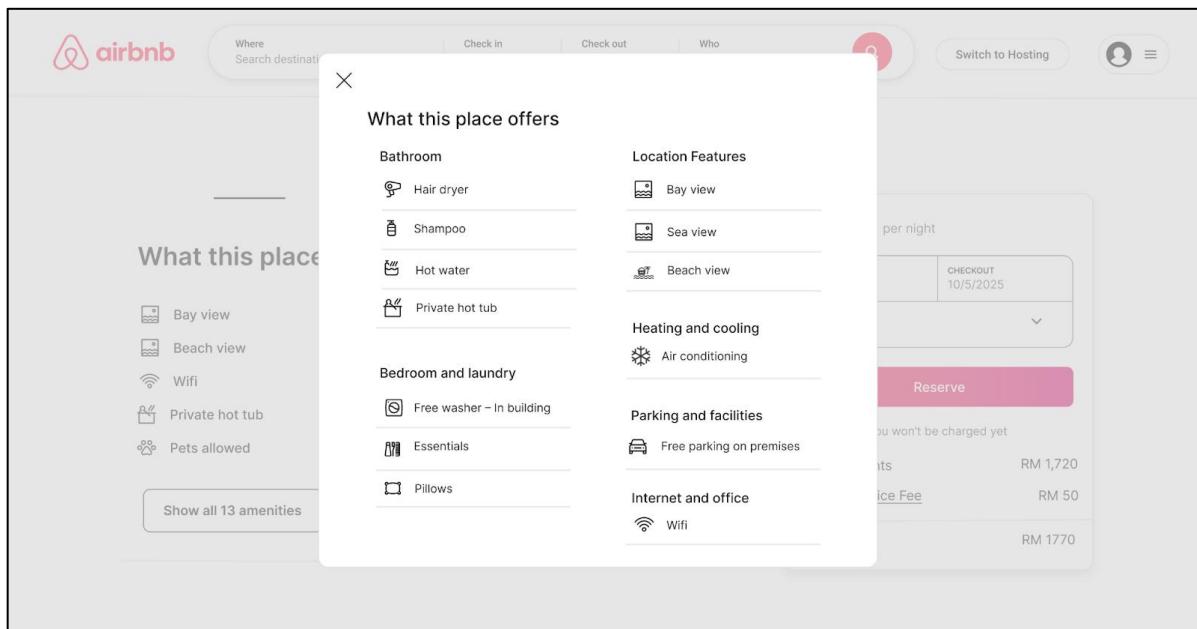


Diagram 3.4.2.1: Show All Amenities Listing

3.4.3 Reviews

Next is the Reviews section, which displays guest feedback along with overall star ratings for the listing. Each review includes the reviewer's profile, travel dates, and their written comments. If a comment is too long, users can click the "Show more" collapsible content to expand and read the full text.

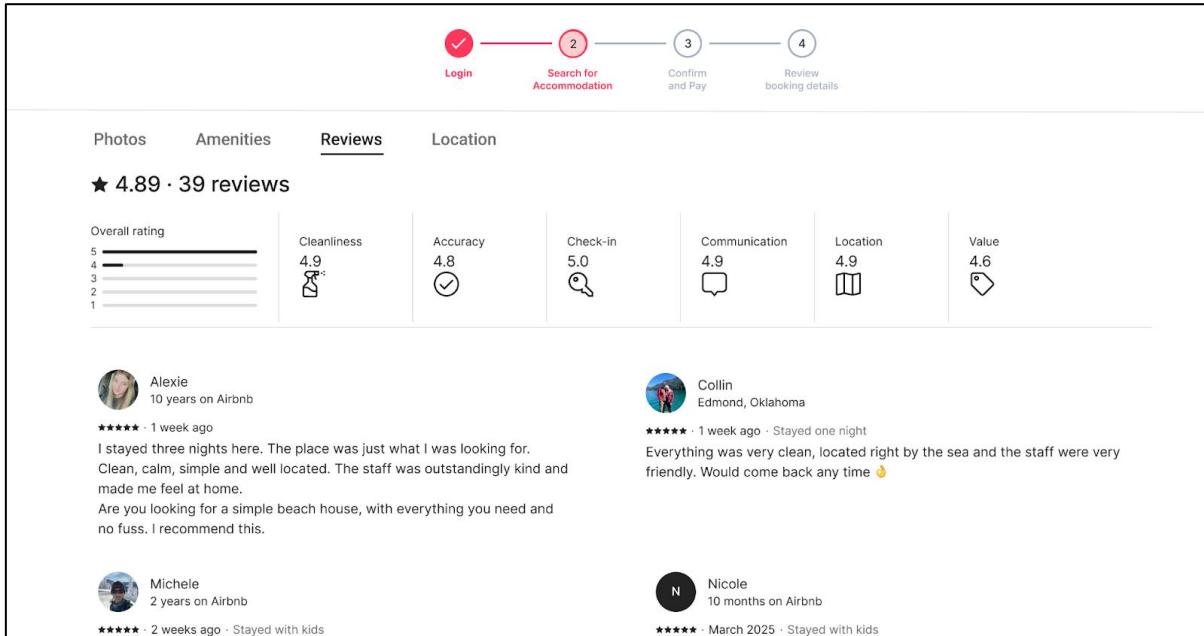


Diagram 3.4.3: Reviews of Listing

There's also a "Show all reviews" button that opens a dedicated page where users can browse all available reviews. Airbnb previously had a simplicity issue where users are not able to filter reviews by category, leading to them manually scrolling or searching through reviews to find relevant information. So, in order to refine their experience, we have made it so that the users can filter reviews by star rating, and also click on specific categories such as accuracy, cleanliness and more to view reviews related to those aspects. This helps users get a clearer understanding of the stay quality from different perspectives.

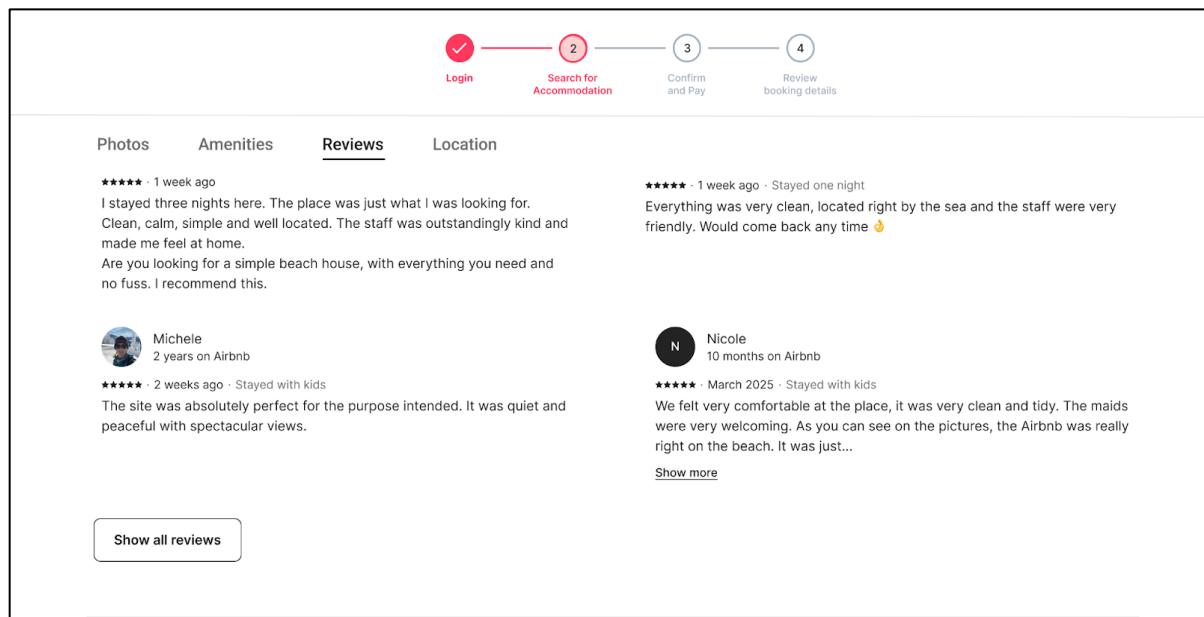


Diagram 3.4.3.1: Reviews of Listing with "Show All Reviews" Button

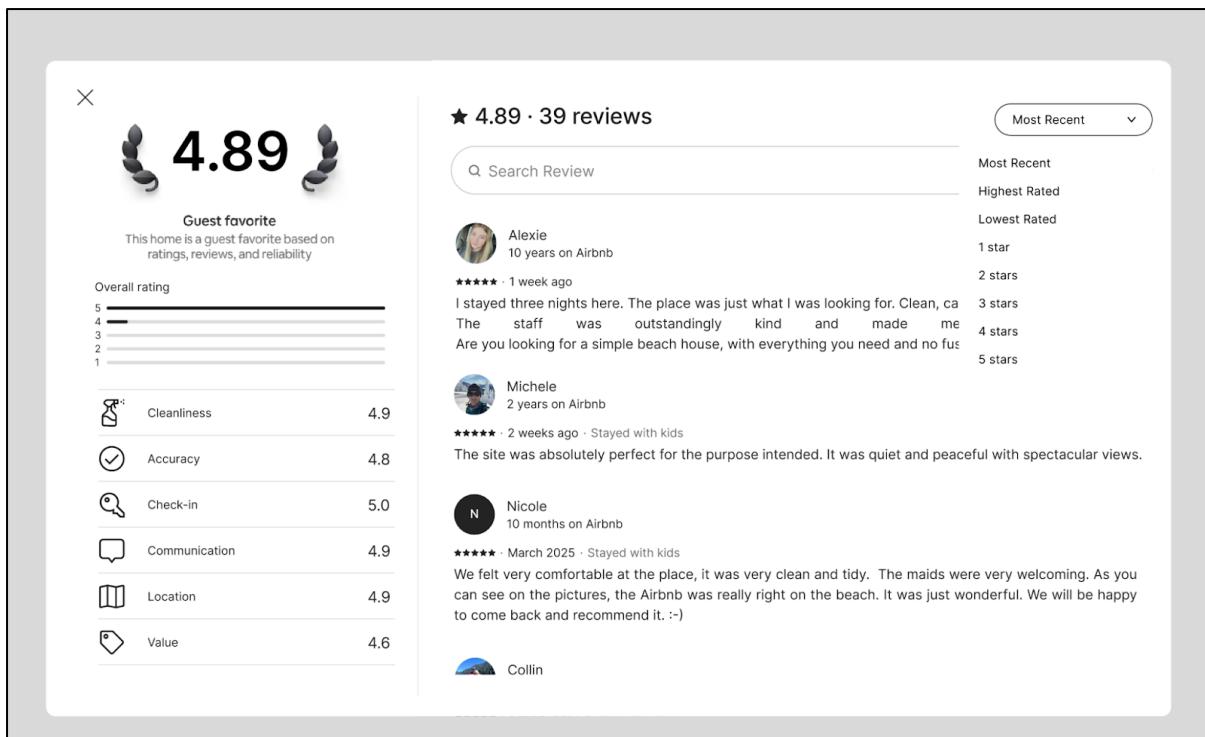


Diagram 3.4.3.2: All Reviews Page with a Filter Dropdown List

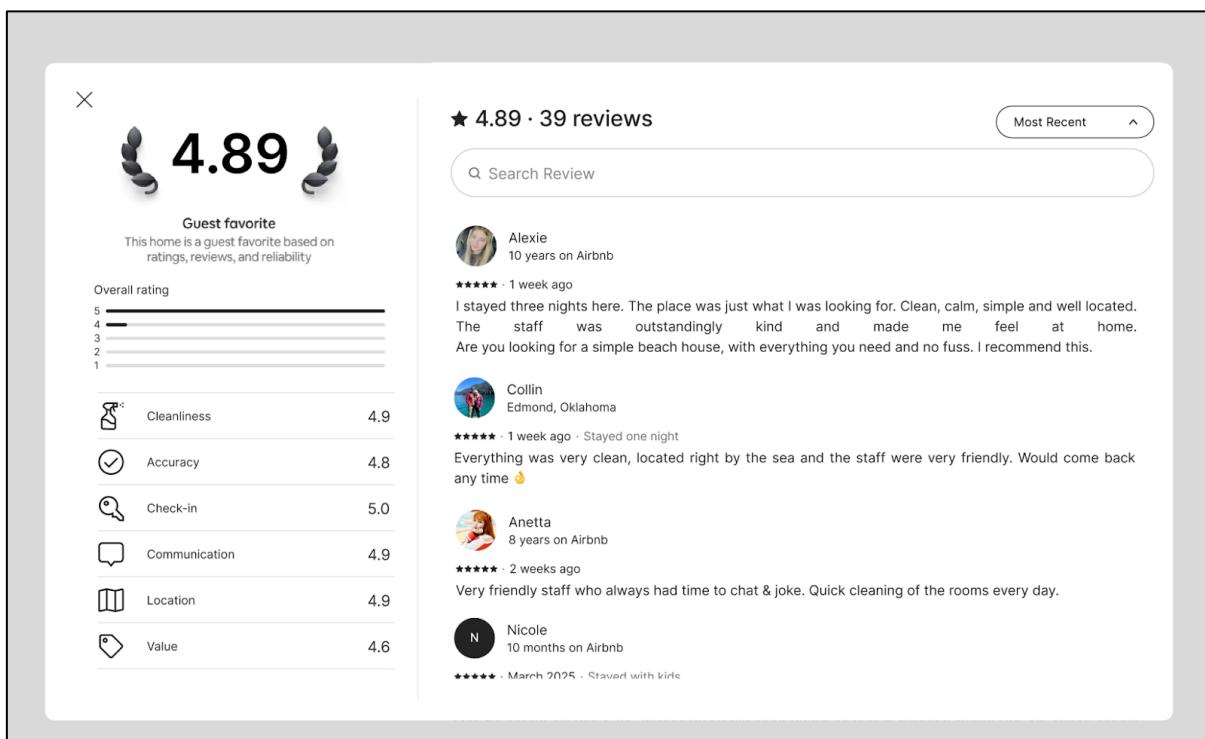


Diagram 3.4.3.3: Most Recent Reviews

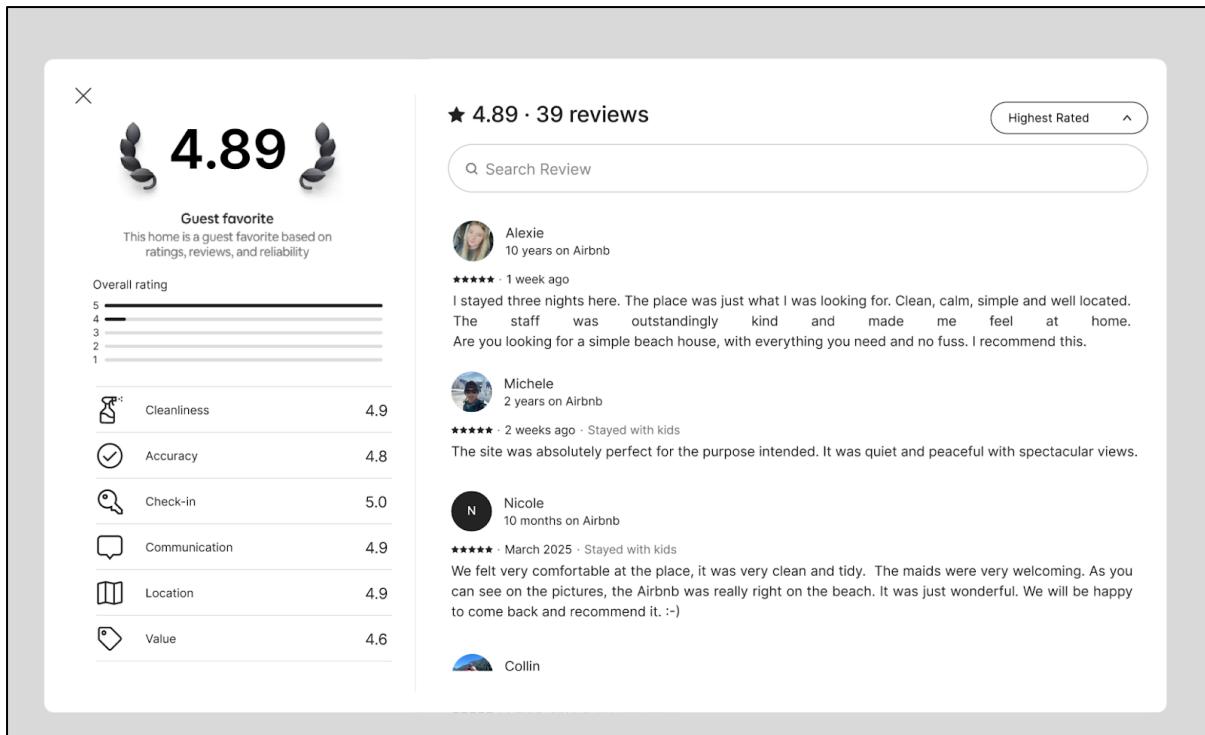


Diagram 3.4.3.4: Highest Rated Reviews

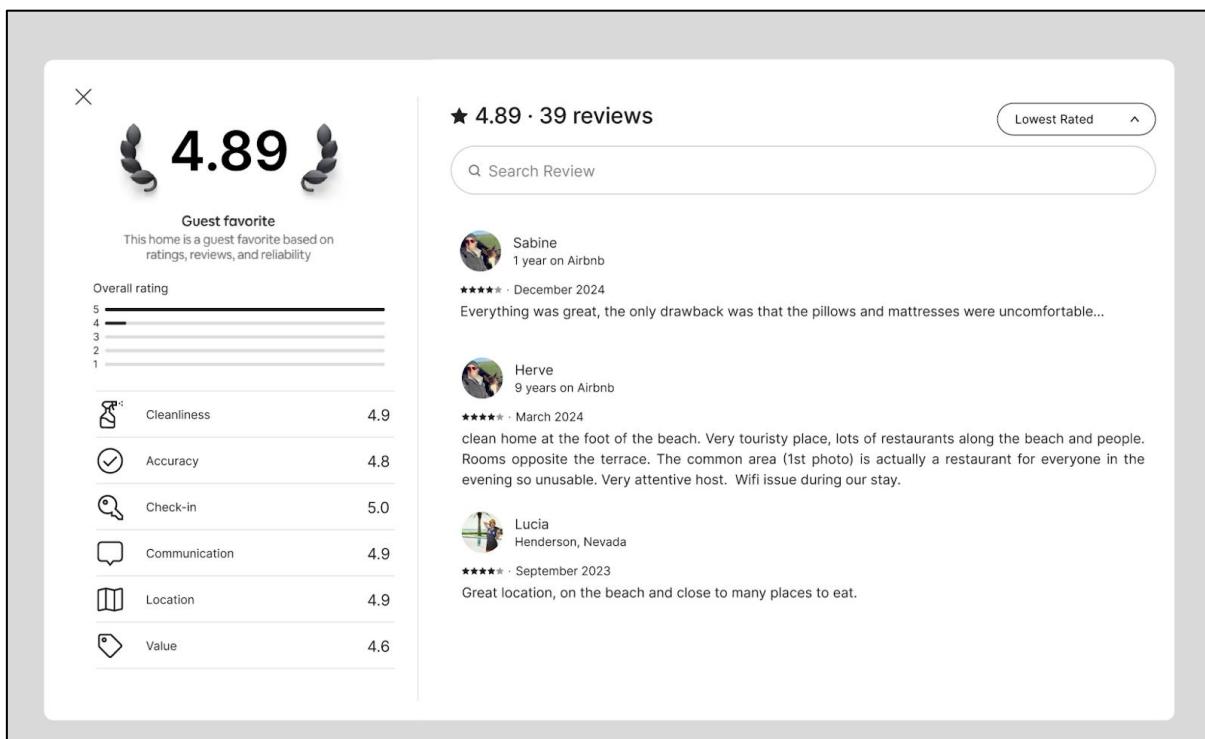


Diagram 3.4.3.5: Lowest Rated Reviews

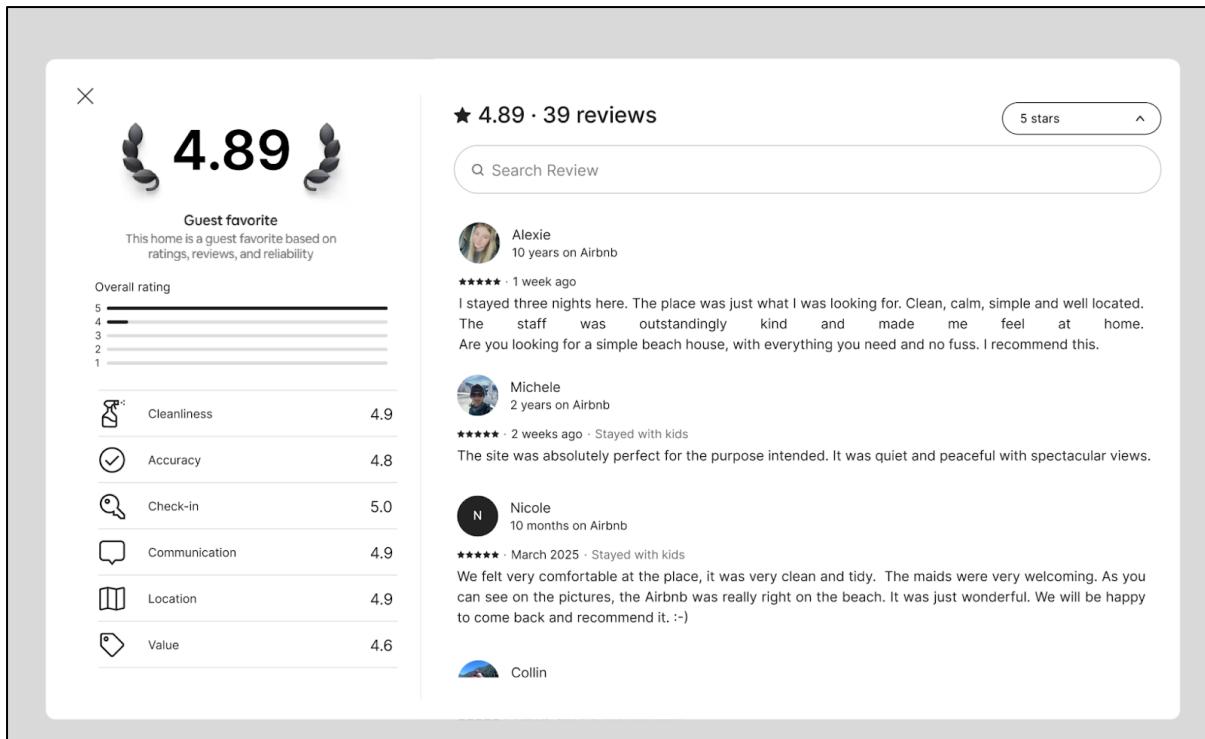


Diagram 3.4.3.6: Five Stars Reviews

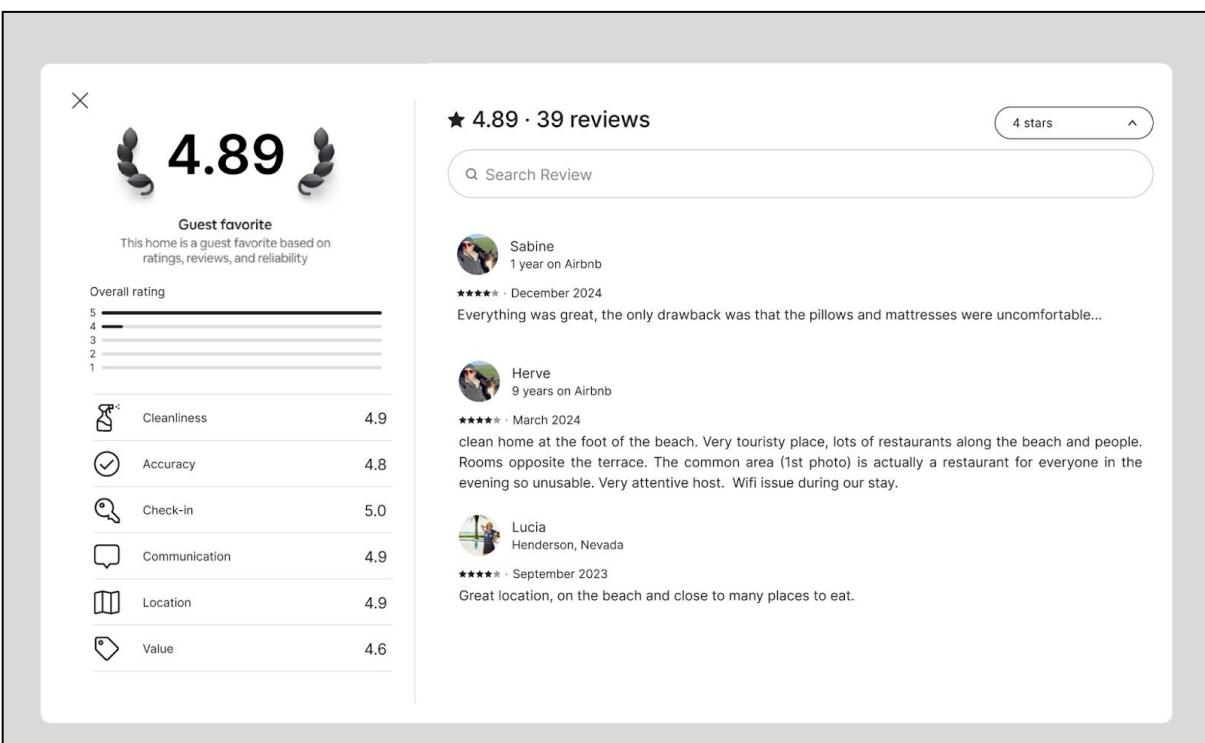


Diagram 3.4.3.7: Four Star Reviews

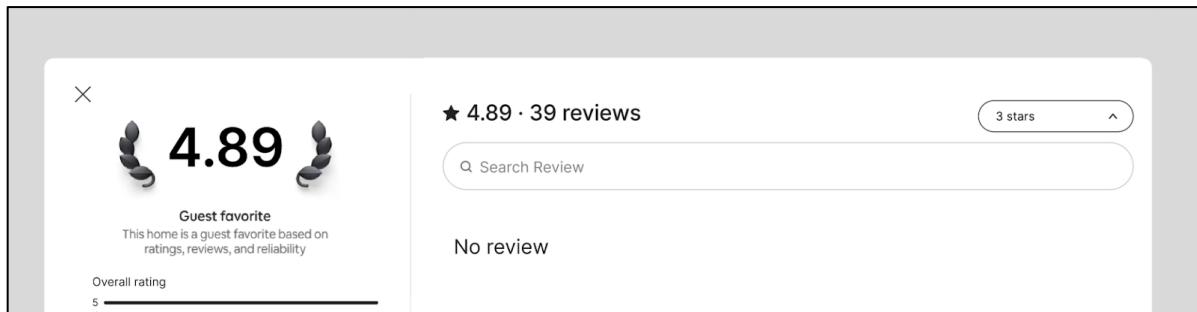


Diagram 3.4.3.8: Three Stars Reviews

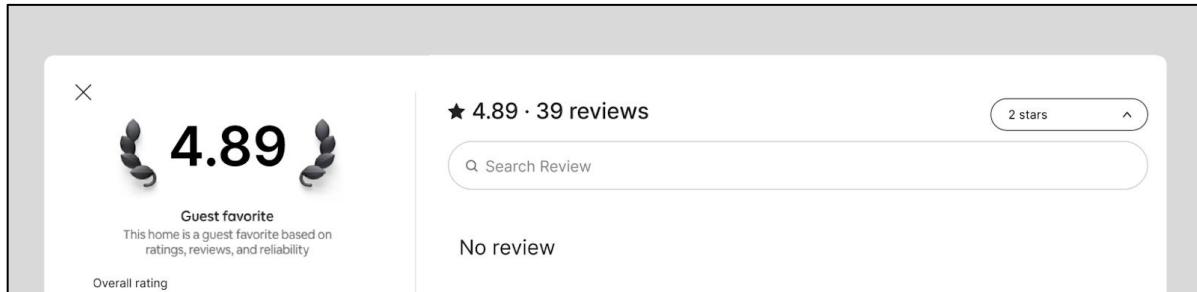


Diagram 3.4.3.9: Two Stars Reviews

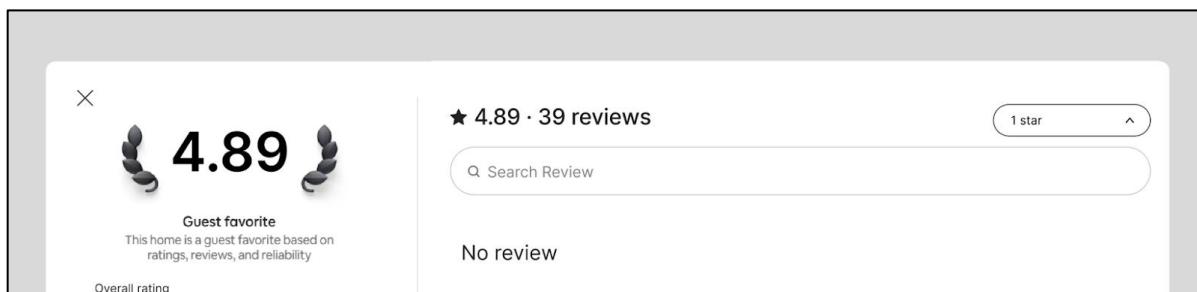


Diagram 3.4.3.10: One Star Reviews

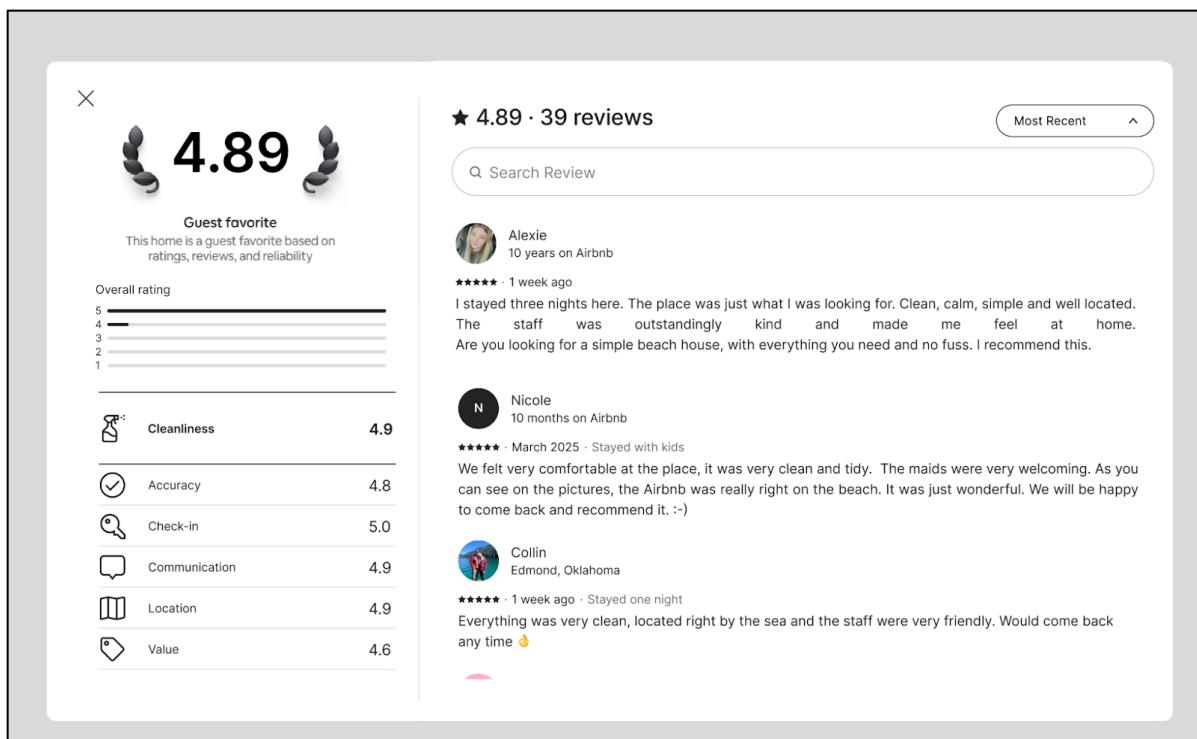


Diagram 3.4.3.11: Cleanliness Review

The screenshot shows an Airbnb listing for a guest favorite property with a rating of 4.89. The overall rating is 4.89, and the guest favorite status is indicated by two laurel wreath icons. The listing includes a guest favorite badge stating: "This home is a guest favorite based on ratings, reviews, and reliability". Below the rating is a horizontal bar chart for the overall rating. The detailed review section shows 39 reviews. The first review is from Nicole, posted in March 2025, who stayed with kids. She describes the place as very comfortable, clean, and tidy, with maids being welcoming. The second review is from Collin, posted one week ago, who stayed one night and found everything very clean, located right by the sea, and the staff very friendly. The third review is from Maria, posted in December 2024, who highly praises the location and charm, mentioning the ocean view and proximity to the beach.

Diagram 3.4.3.12: Accuracy Reviews

The screenshot shows an Airbnb listing for a guest favorite property with a rating of 4.89. The overall rating is 4.89, and the guest favorite status is indicated by two laurel wreath icons. The listing includes a guest favorite badge stating: "This home is a guest favorite based on ratings, reviews, and reliability". Below the rating is a horizontal bar chart for the overall rating. The detailed review section shows 39 reviews. The first review is from Anetta, posted 2 weeks ago, who praises the friendly staff and quick cleaning. The second review is from Maria, posted in December 2024, who highlights the location and charm, mentioning the ocean view and proximity to the beach. The third review is from Renate, posted in November 2024, who notes Beverly's helpfulness.

Diagram 3.4.3.13: Check-in Reviews

The screenshot shows a detailed view of an Airbnb listing. At the top left is a guest favorite badge with two laurel wreaths and a large rating of 4.89. Below it is a section titled "Guest favorite" with the subtext: "This home is a guest favorite based on ratings, reviews, and reliability". An overall rating bar shows a score of 5.0. To the right, there are five detailed review cards for communication:

- Anetta** (8 years on Airbnb) - ★★★★ · 2 weeks ago: Very friendly staff who always had time to chat & joke. Quick cleaning of the rooms every day.
- Maria** (1 year on Airbnb) - ★★★★ · December 2024: This place just wins with its location and charm. We stayed 4 days and extended it for another 3 days. Its booked at lot, so we were lucky it was possible. You can hear the ocean from the room, the beach is top top - the beach was 20 m from our room. super cool place. Everybody was nice, it's not Hilton, it's not fake, its a real place. Small restaurants etc along the beach, great food close by, like really close by(restaurant like from 15 m from room) and it was great. Just go there, and relax, I woke up early a couple of days, walked 2 7-11 got an instead and just sat on the beach restaurants 1st floor terrace, theres 5 small tables there and looked at the sunrise. I felt peace ❤️
- Renate** (9 years on Airbnb) - ★★★★ · November 2024: Beverlv was vrv helpful.

Diagram 3.4.3.14: Communication Reviews

The screenshot shows a detailed view of an Airbnb listing. At the top left is a guest favorite badge with two laurel wreaths and a large rating of 4.89. Below it is a section titled "Guest favorite" with the subtext: "This home is a guest favorite based on ratings, reviews, and reliability". An overall rating bar shows a score of 5.0. To the right, there are four detailed review cards for location:

- Alexie** (10 years on Airbnb) - ★★★★ · 1 week ago: I stayed three nights here. The place was just what I was looking for. Clean, calm, simple and well located. The staff was outstandingly kind and made me feel at home. Are you looking for a simple beach house, with everything you need and no fuss. I recommend this.
- Michele** (2 years on Airbnb) - ★★★★ · 2 weeks ago · Stayed with kids: The site was absolutely perfect for the purpose intended. It was quiet and peaceful with spectacular views.
- Nicole** (10 months on Airbnb) - ★★★★ · March 2025 · Stayed with kids: We felt very comfortable at the place, it was very clean and tidy. The maids were very welcoming. As you can see on the pictures, the Airbnb was really right on the beach. It was just wonderful. We will be happy to come back and recommend it. :-)
- Collin**: (Profile picture is a blue blob) · Collin · 1 month ago · Stayed with kids: We had a great stay at this place! The location is perfect, right on the beach. The house was clean and well-maintained. The host was very responsive and helpful. Highly recommend!

Diagram 3.4.3.15: Location Reviews

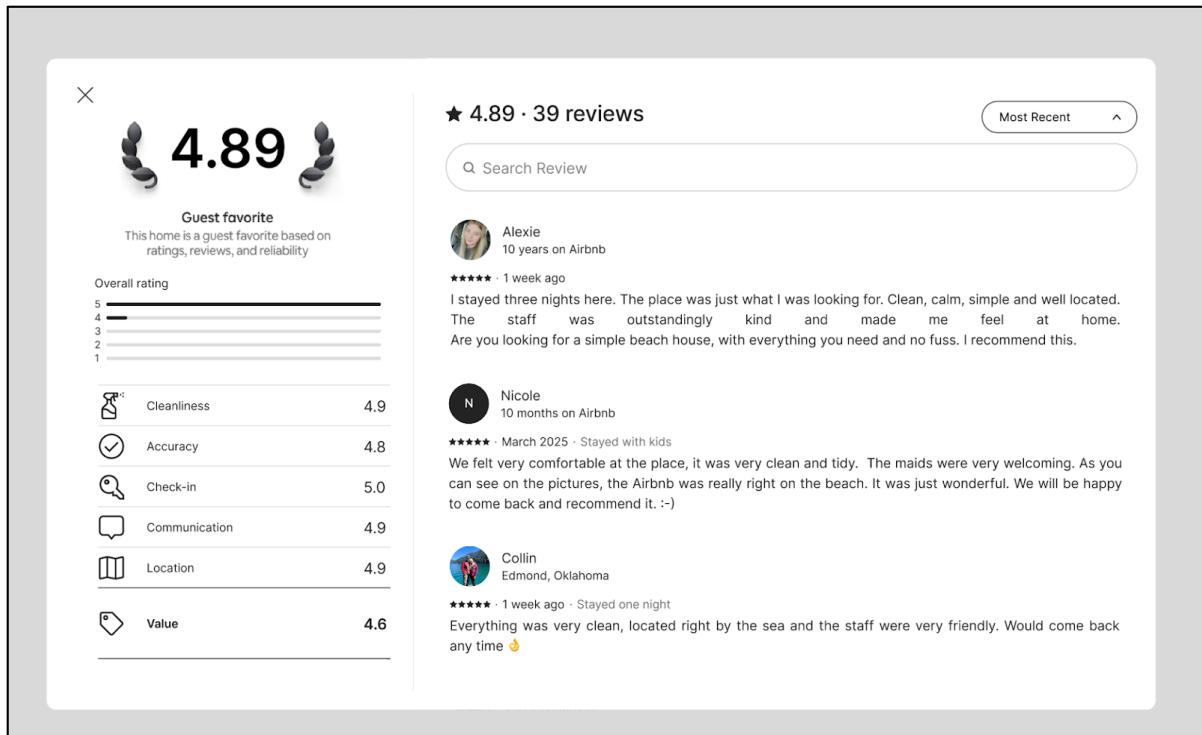


Diagram 3.4.3.16: Value Reviews

3.4.4 Location

Next up is the Location section, which features an interactive map that allows users to view the exact area where the listing is located. This helps users understand the neighborhood and nearby landmarks.

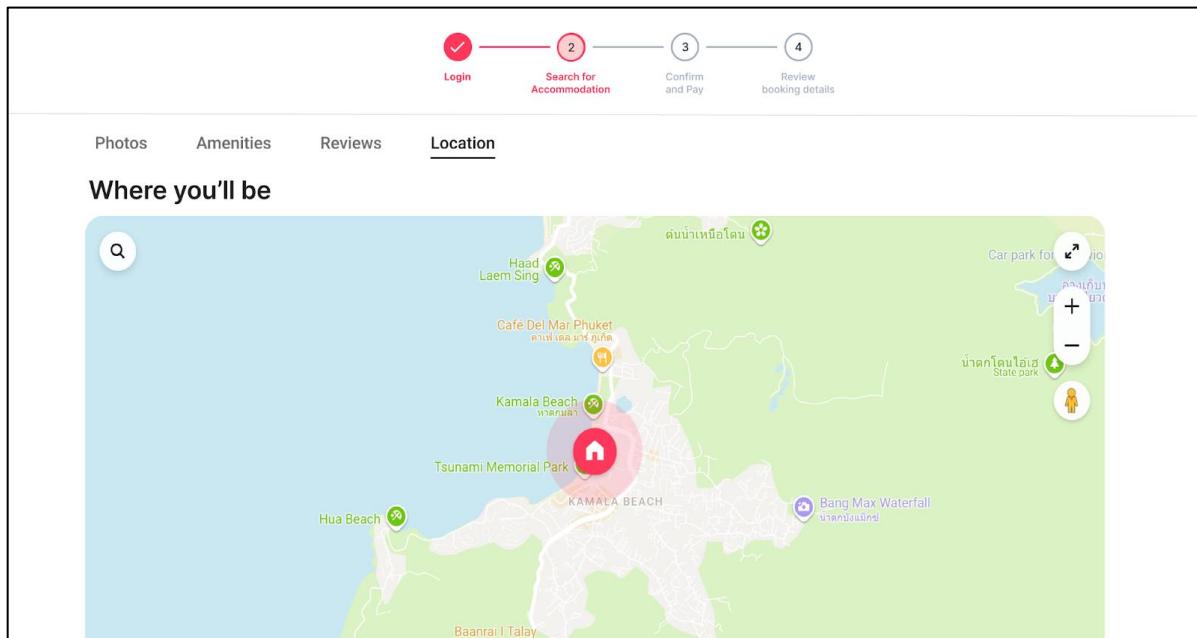


Diagram 3.4.4: Location of Listing

For additional information, users can click on the “Show more” collapsible content to reveal further details about the surroundings, such as distance to popular attractions, transportation options, or nearby facilities.

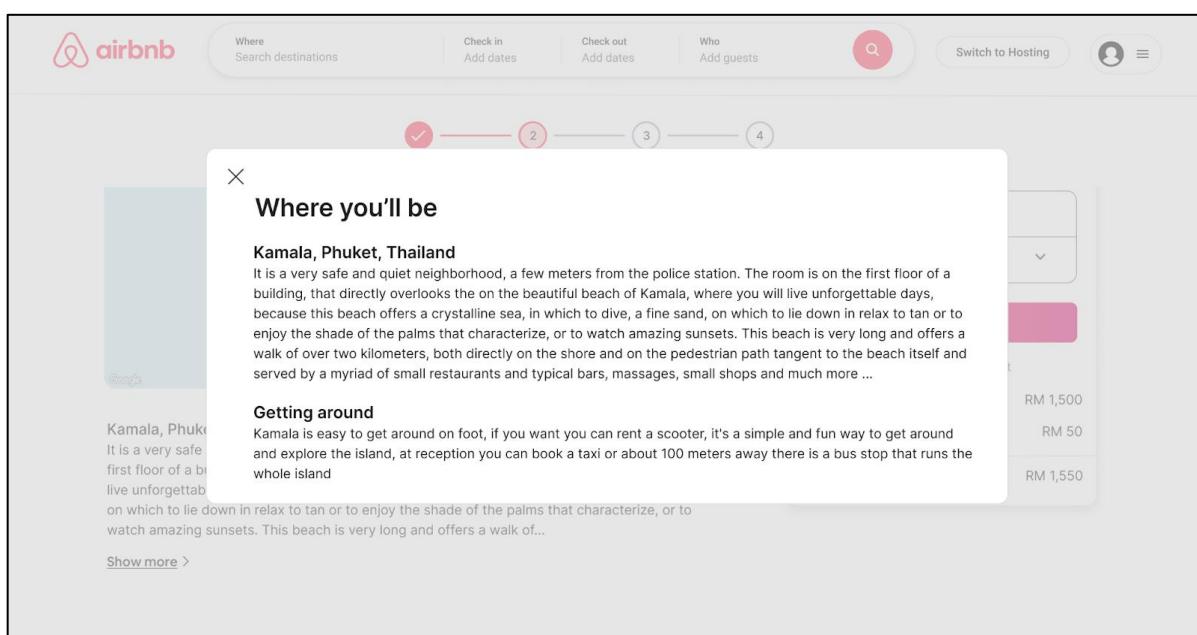


Diagram 3.4.4.1: Expanded Location Details

3.5 Payment Page

After users click on the Reserve button, users are directed to the Payment Page. This page includes “Edit” buttons, allowing users to modify their check-in and check-out dates as well as the number of guests. However, the number of guests will not affect the total payment amount, as pricing is based on the host's maximum guest allowance. This change helps address the issue of unclear pricing for children and infants on Airbnb.

Users can then select their preferred payment method from a dropdown list. If card payment is chosen, input fields will appear for entering card details. Further down, Airbnb's cancellation policy and house rules are clearly outlined for transparency. Additionally, a detailed pricing breakdown is provided, including the nightly rate, service fees, and the total amount to be paid.

The screenshot shows the Airbnb payment page with the following details:

- Booking Summary:**
 - This is a rare find. Silvia's place on Airbnb is usually fully booked.
 - Your trip:** Dates: May 3 - 10, Guests: 3 guests.
 - Pay with:** Credit or debit card (VISA, AMEX, MasterCard, Diners, Discover).
 - Accommodation:** Maphrao in Kamala, accommodation on the beach. Room in vacation home. Superhost.
 - Price details:** 215 x 8 nights = RM 1,720. Airbnb Service Fee = RM 50. Total = RM 1,770.
- Cancellation policy:** Free cancellation before May 2. Cancel before check-in on May 3 for a partial refund.
- Ground rules:** We ask every guest to remember a few things about what makes a great guest:
 - Follow the house rules.
 - Treat your Host's home like your own.
- Buttons:** Confirm and pay (pink button).

Diagram 3.5: Payment Page

3.6 Reservation Confirmation Page

After completing the payment process, users are taken to the Reservation Confirmation page. This page provides a clear summary of the booking, including check-in and check-out dates and times, the address, number of guests, host contact information, and a unique reservation code. It also outlines what users can expect during their stay, including access to the house rules, helpful tips, and important reminders. Additionally, customer support options are provided in case users need assistance. At the bottom of the page, a “Return to Home” button allows users to easily navigate back to the Airbnb Home Page.

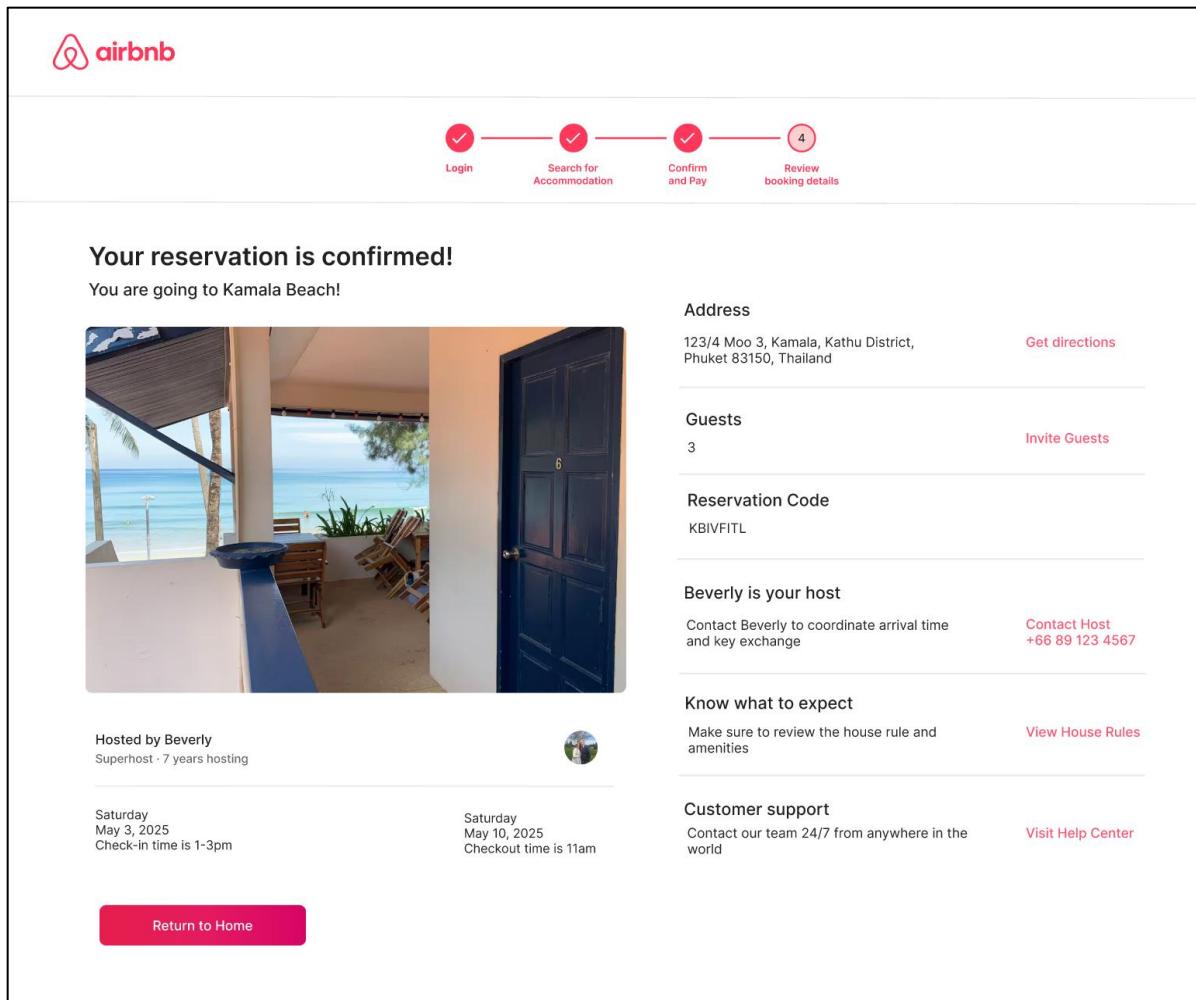


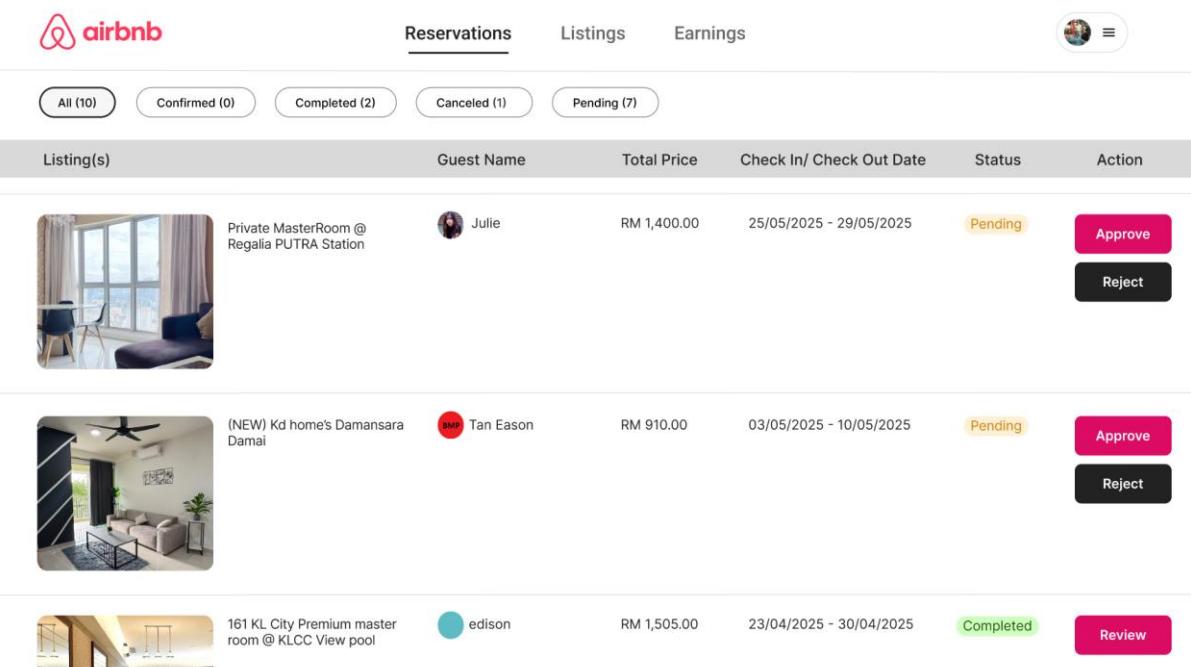
Diagram 3.6: Reservation Confirmation Page

4.0 High Fidelity Prototype – Host

4.1 Host Reservation Page

4.1.1 All

After users press the “Switch to Hosting” button on Airbnb Home Page, it will redirect them to the Host Reservation Page where the host can see all of their bookings from guests.

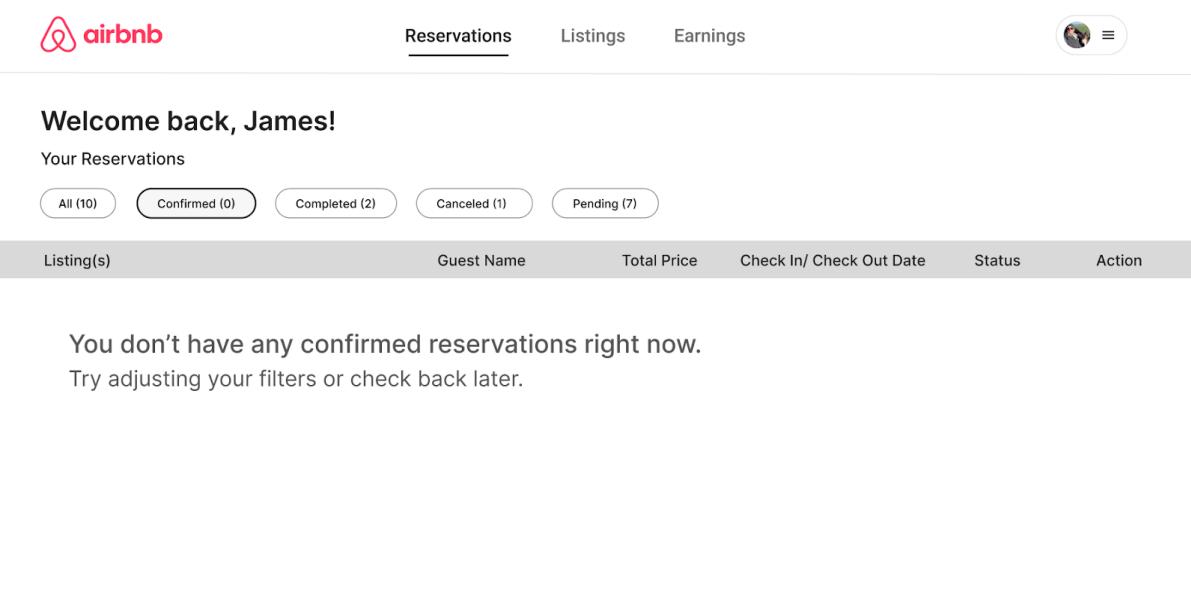


| Listing(s) | Guest Name | Total Price | Check In/ Check Out Date | Status | Action |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------|--------------------------|-----------|-----------------------------------------------------|
|  Private MasterRoom @ Regalia PUTRA Station |  Julie | RM 1,400.00 | 25/05/2025 - 29/05/2025 | Pending | <button>Approve</button> <button>Reject</button> |
|  (NEW) Kd home's Damansara Damai |  Tan Eason | RM 910.00 | 03/05/2025 - 10/05/2025 | Pending | <button>Approve</button> <button>Reject</button> |
|  161 KL City Premium master room @ KLCC View pool |  edison | RM 1,505.00 | 23/04/2025 - 30/04/2025 | Completed | <button>Review</button> |

Diagram 4.1.1: Host Reservation Page – All

4.1.2 Confirmed

Hosts can see their confirmed reservations after pressing the “Confirmed” button.

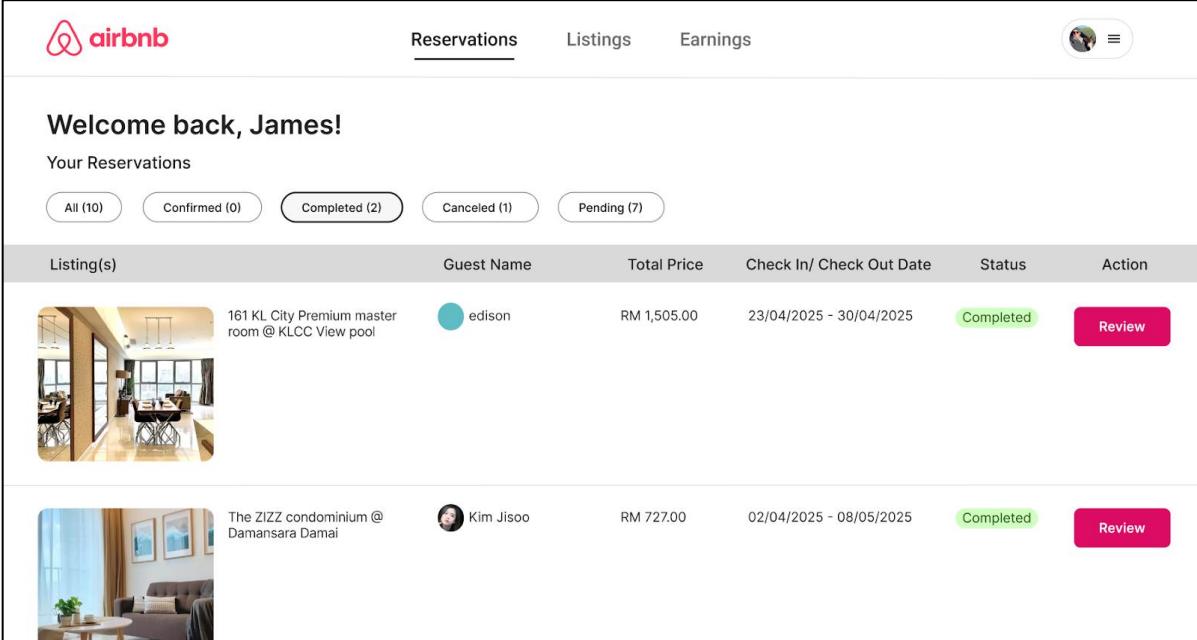


| Listing(s) | Guest Name | Total Price | Check In/ Check Out Date | Status | Action |
|---------------------------------------------------------------------------------------------------------|------------|-------------|--------------------------|--------|--------|
| You don't have any confirmed reservations right now. Try adjusting your filters or check back later. | | | | | |

Diagram 4.1.2: Host Reservation Page – Confirmed

4.1.3 Completed

Hosts can see their completed reservations after pressing the “Completed” button. Completed past bookings are shown to hosts and they can review their past reservations via the “Review” button under the ‘Action’ column.



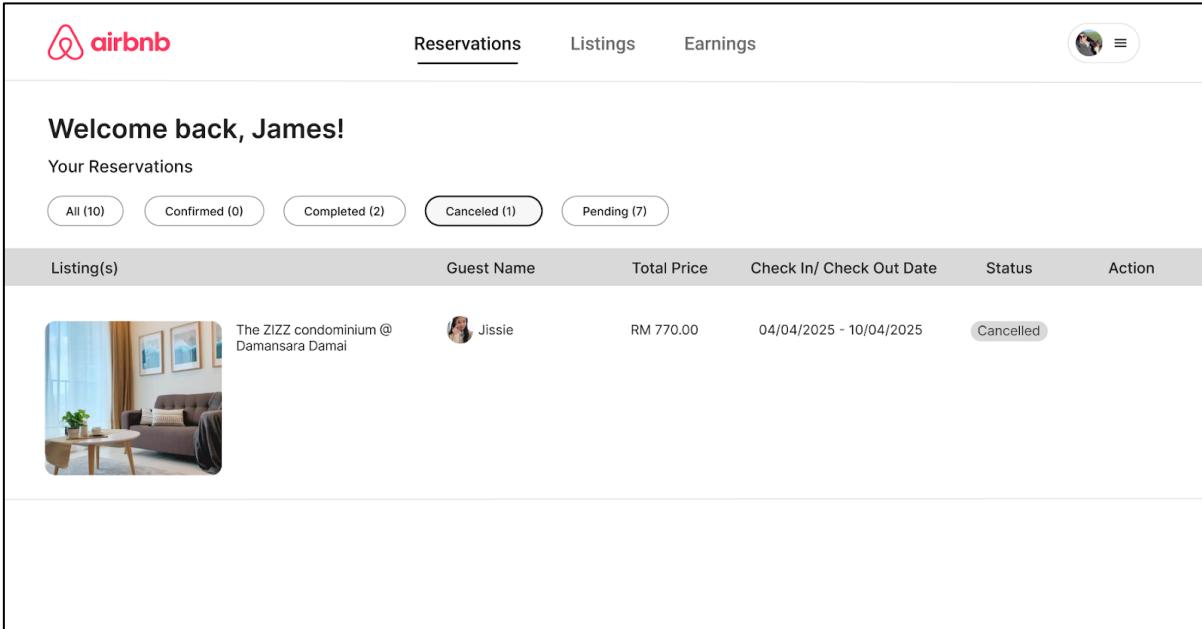
The screenshot shows the Airbnb host dashboard with the user 'James' logged in. The top navigation bar includes the Airbnb logo, 'Reservations' (which is underlined), 'Listings', 'Earnings', and a profile icon. Below the navigation, a welcome message 'Welcome back, James!' is displayed, followed by 'Your Reservations'. A filter bar shows 'All (10)', 'Confirmed (0)', 'Completed (2)', 'Cancelled (1)', and 'Pending (7)'. The main table lists two completed reservations:

| Listing(s) | Guest Name | Total Price | Check In/ Check Out Date | Status | Action |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------|--------------------------|-----------|-------------------------|
|  161 KL City Premium master room @ KLCC View pool |  edison | RM 1,505.00 | 23/04/2025 - 30/04/2025 | Completed | <button>Review</button> |
|  The ZIZZ condominium @ Damansara Damai |  Kim Jisoo | RM 727.00 | 02/04/2025 - 08/05/2025 | Completed | <button>Review</button> |

Diagram 4.1.3: Host Reservation Page – Completed

4.1.4 Canceled

Hosts can see their cancelled reservations after pressing the “Cancelled” button.



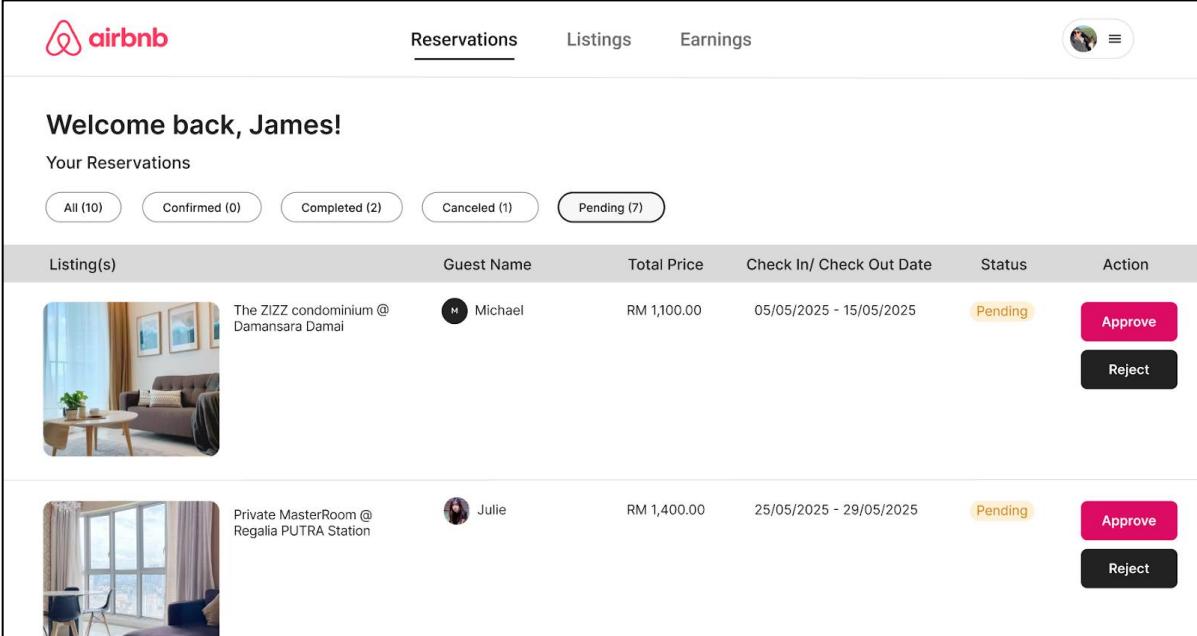
The screenshot shows the Airbnb host dashboard with the user 'James' logged in. The top navigation bar includes the Airbnb logo, 'Reservations' (underlined), 'Listings', 'Earnings', and a profile icon. Below the navigation, a welcome message 'Welcome back, James!' is displayed, followed by 'Your Reservations'. A filter bar shows 'All (10)', 'Confirmed (0)', 'Completed (2)', 'Cancelled (1)', and 'Pending (7)'. The main table lists one canceled reservation:

| Listing(s) | Guest Name | Total Price | Check In/ Check Out Date | Status | Action |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------|--------------------------|-----------|--------|
|  The ZIZZ condominium @ Damansara Damai |  Jissie | RM 770.00 | 04/04/2025 - 10/04/2025 | Cancelled | |

Diagram 4.1.4: Host Reservation Page – Canceled

4.1.5 Pending

Hosts can see their pending reservations after pressing the “Pending” button. Current pending bookings will be shown to the hosts and they can approve or reject their bookings via the respective buttons under the ‘Action’ column.



The screenshot shows the Airbnb host dashboard with the following interface elements:

- Header:** Airbnb logo, navigation tabs: Reservations (underlined), Listings, Earnings, and a user profile icon.
- Welcome Message:** "Welcome back, James!"
- Section Header:** "Your Reservations"
- Filter Buttons:** All (10), Confirmed (0), Completed (2), Canceled (1), Pending (7).
- Table Headers:** Listing(s), Guest Name, Total Price, Check In/ Check Out Date, Status, Action.
- Table Data:** Two rows of pending reservations.

| Listing(s) | Guest Name | Total Price | Check In/ Check Out Date | Status | Action |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------|--------------------------|---------|-----------------------------------------------------|
|  The ZIZZ condominium @ Damansara Damai |  Michael | RM 1,100.00 | 05/05/2025 - 15/05/2025 | Pending | <button>Approve</button> <button>Reject</button> |
|  Private MasterRoom @ Regalia PUTRA Station |  Julie | RM 1,400.00 | 25/05/2025 - 29/05/2025 | Pending | <button>Approve</button> <button>Reject</button> |

Diagram 4.1.5: Host Reservation Page – Pending

4.2 Host Listings Page

After hosts click on the ‘Listings’ tab, they will be directed to the Host Listings Page where they can see all of the listings they have posted previously. In this page, they can either search the listing they want by name via the search button, create a new listing by clicking on the (+) button or edit the current listings by clicking on them.

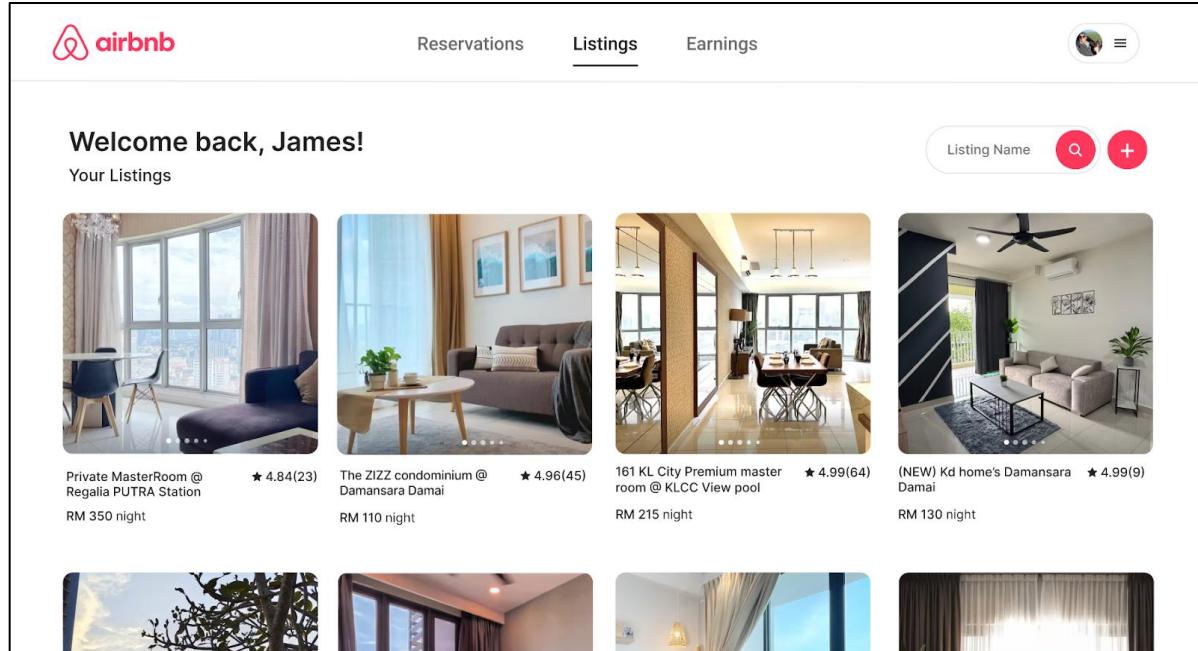


Diagram 4.2: Host Listings Page

4.2.1 Host Listing Edit Page - Your Space

After hosts click on their listings, it will redirect them to the first section of the listing editor which is ‘Your Space’ where they can choose to edit any information regarding their listing. The title of their listings can be edited via input fields.

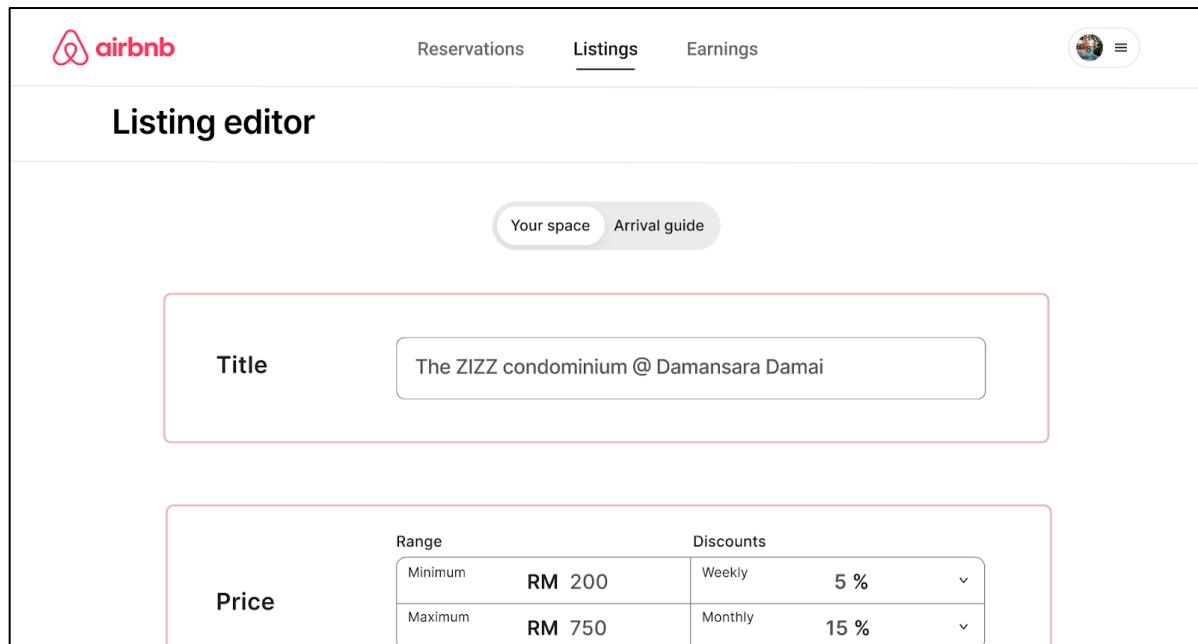


Diagram 4.2.1.1: Listing Editor – Your Space (Part 1)

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Hosts can update their minimum and maximum price range via input fields while they can choose dropdown list options for discounts. Hosts can also update the description of their listing via input fields.

The screenshot shows the Airbnb 'Listing editor' interface. At the top, there are navigation links: Reservations, Listings (which is underlined), and Earnings. Below the navigation, the title 'Listing editor' is displayed. The first section, 'Price', contains a table for setting price ranges and discounts:

| Range | | Discounts | |
|---------|--------|-----------|------|
| Minimum | RM 200 | Weekly | 5 % |
| Maximum | RM 750 | Monthly | 15 % |

* These settings apply to all nights.

The second section, 'Description', contains a text area with placeholder text: "guests can enjoy nearby amenities such as supermarkets, eateries, clinics, and recreational parks. The property also features facilities like a swimming pool, gym, and multi-purpose hall, making it an ideal stay for families, business travelers, or anyone".

Diagram 4.2.1.2: Listing Editor – Your Space (Part 2)

Hosts can update their property details like accessibility features, property type and amenities of their listings through the options available in dropdown lists. Previously on Airbnb there was an error prevention issue related to allowing irrelevant amenities to their specific room type like bedroom, kitchen, backyard and so on. To resolve this, we streamlined the system to focus on overall property amenities, ensuring that hosts only see options relevant to their listing type. This simplifies the listing process and provides guests with clearer, more accurate property information.

Hosts can edit their profile picture with a button and change their name and description to introduce themselves via input fields. They can choose the languages they speak via a dropdown list.

The screenshot shows the Airbnb 'Listing editor' interface. At the top, there are navigation links: Reservations, Listings (which is underlined), and Earnings. Below the navigation, the title 'Listing editor' is displayed. The first section, 'Property Details', contains dropdown menus for 'Accessibility Features' (disabled parking spot), 'Property Type' (Home), and 'Amenities' (air conditioning).

The second section, 'About the host', contains fields for 'Name' (James) and 'Language I speak' (English). It also includes a placeholder text for 'Description': "Friendly host who loves making guests feel at home. Always here to help you have a comfy and memorable stay!". There is also a link to 'Edit profile picture'.

Diagram 4.2.1.3: Listing Editor – Your Space (Part 3)

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Hosts can set rules and safety guidelines by choosing the check-in time from the dropdown list for house rules and same goes for guest safety. Hosts can update their cancellation policies as well. For standard policy, hosts can determine the requirements for refunds via a dropdown list and a radio button. For long-term stay policy, hosts can update it via a dropdown list.

The screenshot shows the Airbnb Listing editor interface. At the top, there's a navigation bar with the Airbnb logo, 'Reservations', 'Listings' (which is underlined), and 'Earnings'. Below the navigation, the title 'Listing editor' is displayed. The interface is divided into two main sections: 'Rules & Safety Guidelines' and 'Cancellation Policy'.
Rules & Safety Guidelines: This section contains 'House Rules' and 'Guest Safety' dropdown menus. The 'House Rules' dropdown shows 'Check-in after 3:00 p.m.' and the 'Guest Safety' dropdown shows 'Carbon monoxide alarm'.
Cancellation Policy: This section contains 'Standard Policy (Applies to any stay under 28 nights)' and 'Long-term stay policy (Applies to stays longer than 28 nights)'. The 'Standard Policy' dropdown shows 'Moderate' (Guests get a full refund if they cancel up to 5 days before check-in). The 'Non-refundable' option is selected with a toggle switch. The 'Long-term stay policy' dropdown shows 'Firm' (Full refund up to 30 days before check-in. After that, the first 30 days of the stay are non-refundable).

Diagram 4.2.1.4: Listing Editor – Your Space (Part 4)

Hosts can update the availability of their listings by setting a minimum and maximum trip length via input fields. Advance notice from guests can be set as well via dropdown lists to clarify how much notice a host needs between a guest's bookings and their arrivals. Hosts can limit the number of guests on their listings as well.

The screenshot shows the Airbnb Listing editor interface. At the top, there's a navigation bar with the Airbnb logo, 'Reservations', 'Listings' (which is underlined), and 'Earnings'. Below the navigation, the title 'Listing editor' is displayed. The interface is divided into two main sections: 'Availability' and 'Number of Guests'.
Availability: This section contains 'Trip length' and 'Advance notice' dropdown menus. The 'Trip length' dropdown shows 'Minimum nights: 1' and 'Maximum nights: 365'. The 'Advance notice' dropdown shows 'Same day' and '12:00 AM'.
Number of Guests: This section shows a central value '2' with a minus sign (-) on the left and a plus sign (+) on the right. Below the value, it says 'Limit is 50 guests.'

Diagram 4.2.1.5: Listing Editor – Your Space (Part 5)

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Hosts can update the location of their listings by using the map provided. Addresses of the listing can be customized as well via input fields. After finishing editing all the listing details, hosts can press the “Save” button to update their listings.

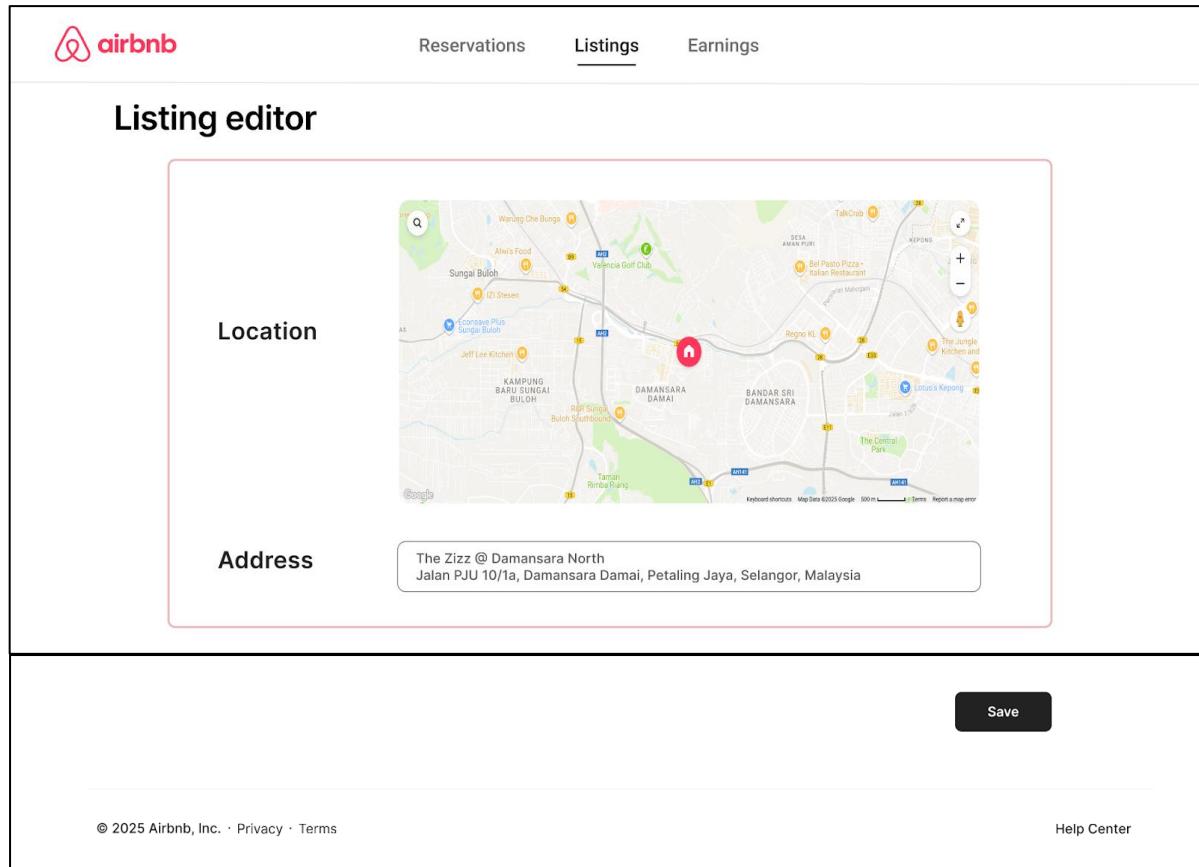


Diagram 4.2.1.6: Listing Editor – Your Space (Part 6)

4.2.2 Host Listing Edit Page – Arrival Guide

After hosts click on their listings, it will redirect them to the second section of the listing editor which is ‘Arrival Guide’ where they can choose to edit any information regarding their listing. The check-in and checkout times, check-in methods as well as checkout instruction can be updated via choosing options from a dropdown list.

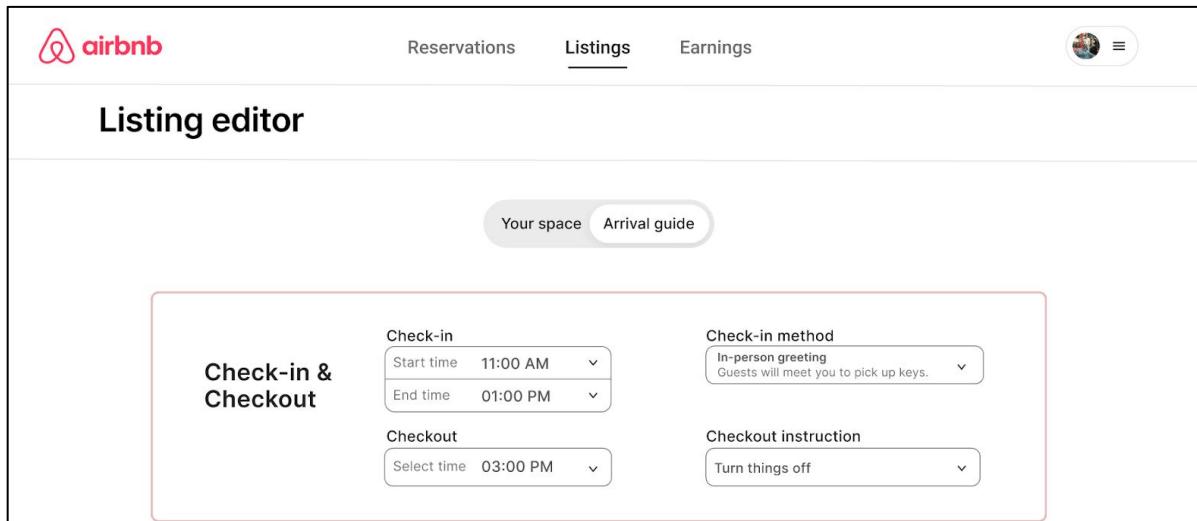


Diagram 4.2.2.1: Listing Editor – Arrival Guide (Part 1)

Hosts can update the WiFi details of their listings as well. They can change the WiFi name and password via input fields and to further clear up any confusion for the guest, hosts can customize the direction section via input fields. After finishing editing all the listing details, hosts can press the “Save” button to update their listings.

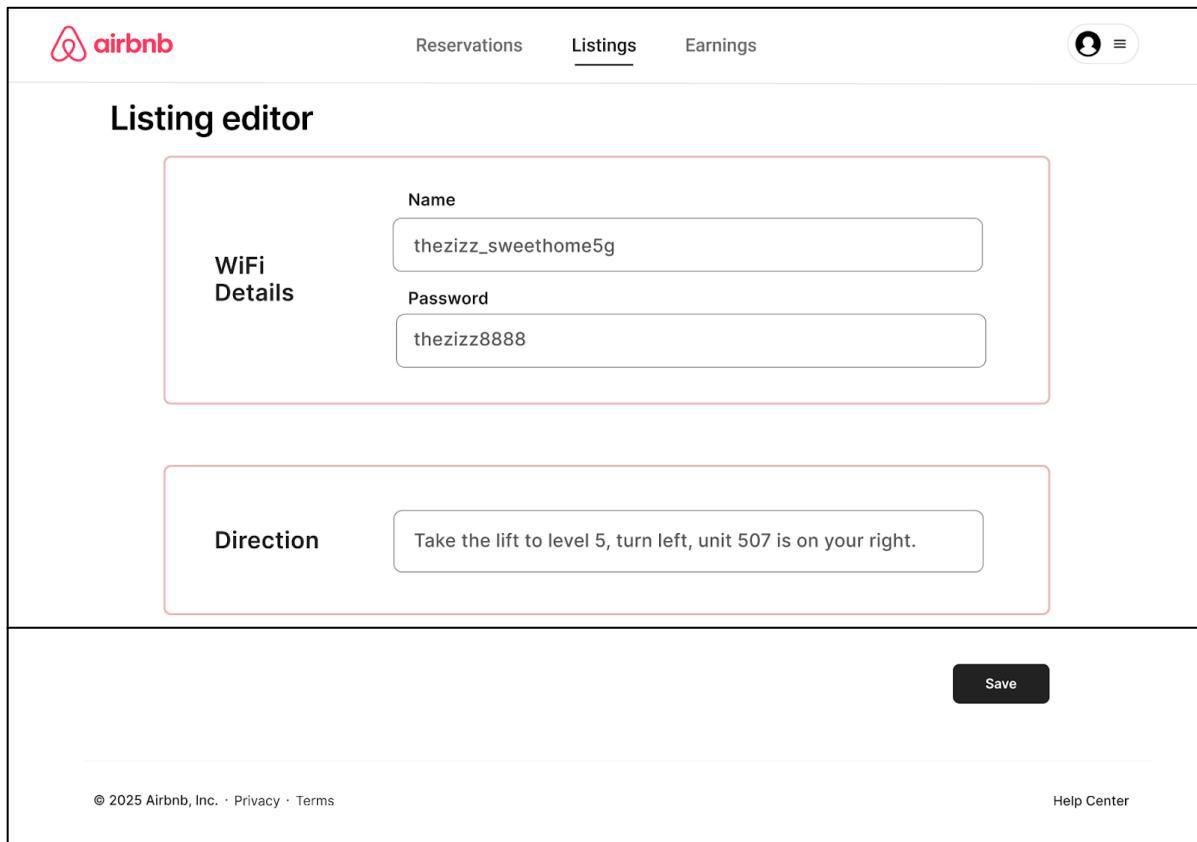


Diagram 4.2.2.2: Listing Editor – Arrival Guide (Part 2)

4.2.3 Host Create Listings Page

When hosts clicks on the (+) button on the Host Reservation Page, it will redirect them to the Create Listing Page. By following the steps below, hosts are able to create a new listing by clicking the “Next” button. They are able to save and exit at any step as well as going back to the previous page by clicking on the “Back” button.

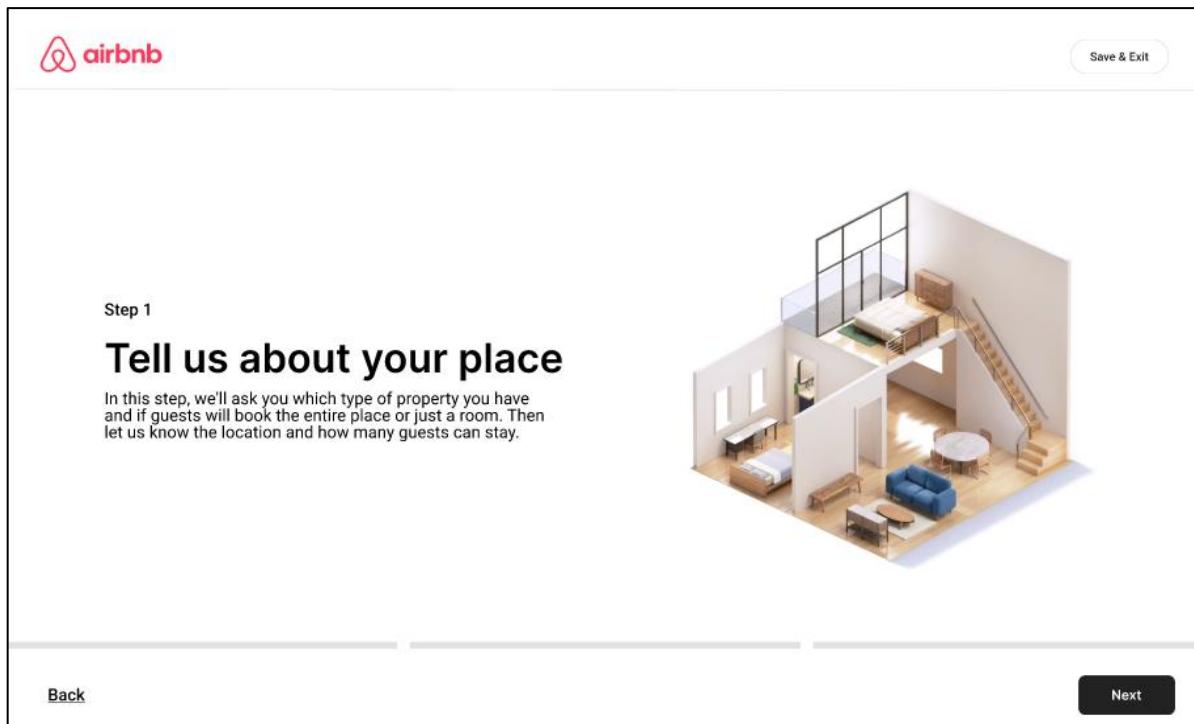


Diagram 4.2.3.1: Host Listings Page – Create Listing Step 1

Hosts can choose from the below choices best describes their place.

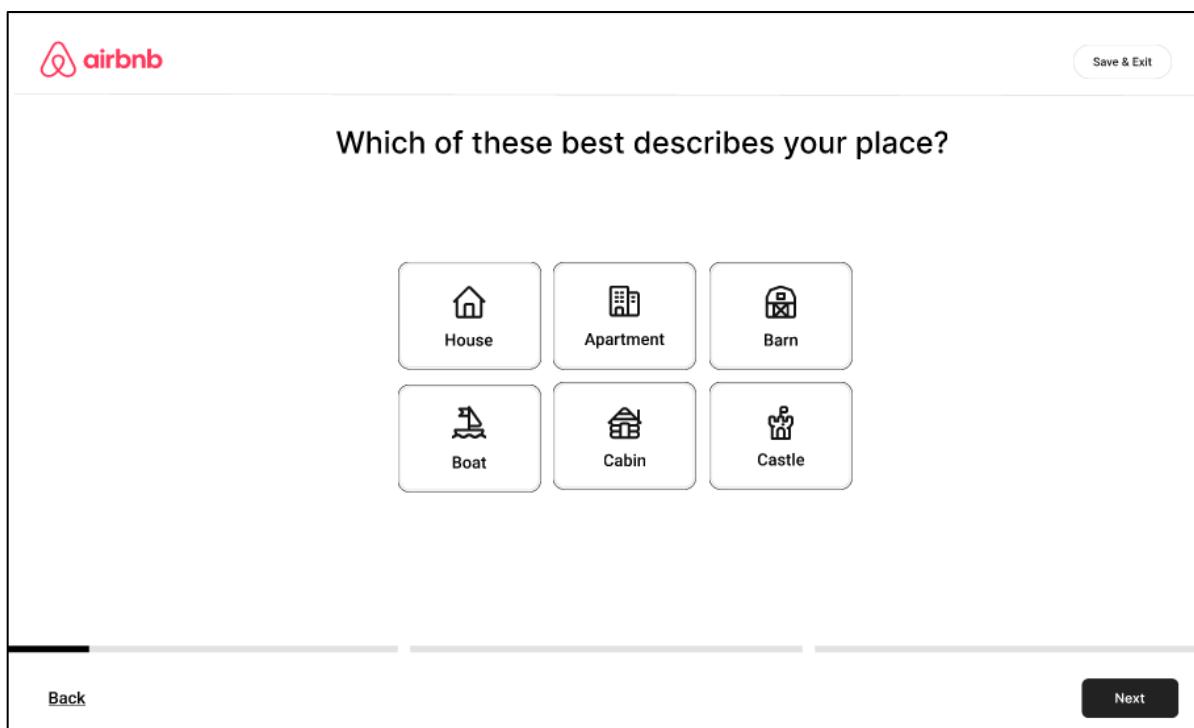


Diagram 4.2.3.2: Host Listings Page – Create Listing Step 1.1

Hosts can choose what type of place guests will be staying in.

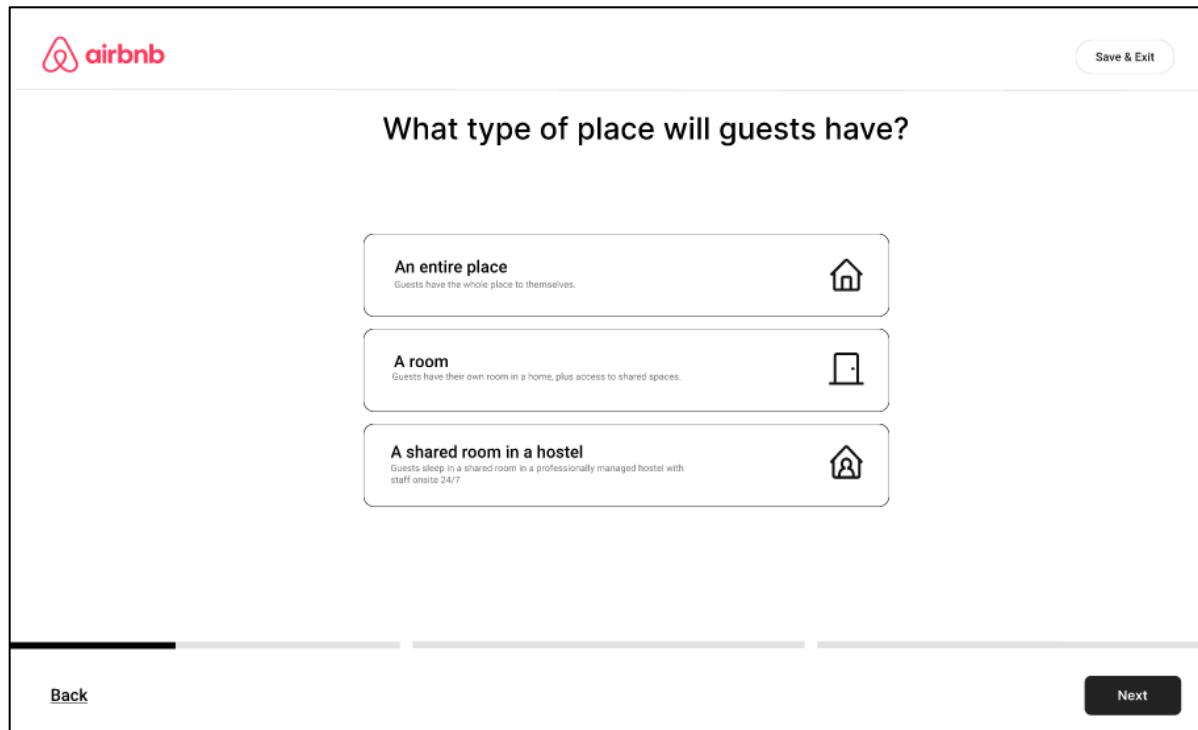


Diagram 4.2.3.3: Host Listings Page – Create Listing Step 1.2

Hosts can pinpoint where the location of their new listing is using the map or they can search the name of their place through the search function.

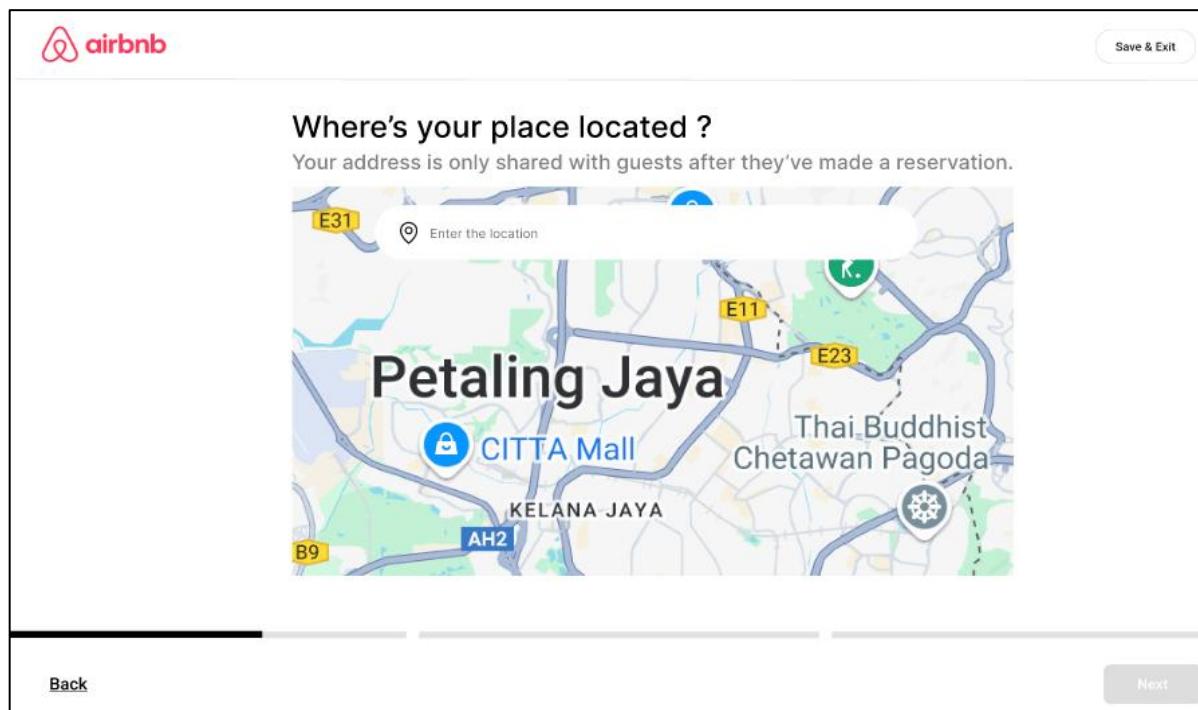


Diagram 4.2.3.4: Host Listings Page – Create Listing Step 1.3

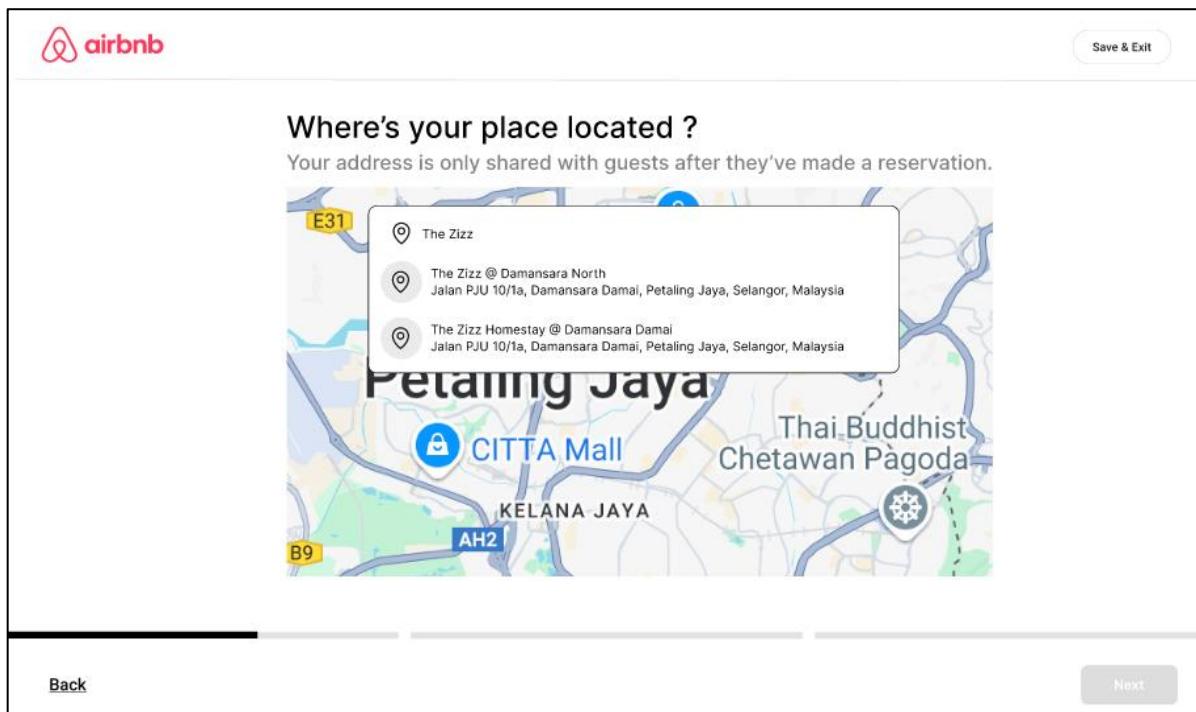


Diagram 4.2.3.5: Host Listings Page – Create Listing Step 1.3.1

For double verification, hosts are required to manually review and update their address in the input fields to confirm its accuracy.

The screenshot shows the Airbnb interface for creating a listing, specifically the 'Confirm your address' step. At the top left is the Airbnb logo. At the top right is a 'Save & Exit' button. The main heading is 'Confirm your address', with a note: 'Your address is only shared with guests after they've made a reservation.' Below this, there are several input fields:

- 'Country / Region': Malaysia - MY
- 'House,lot,floor'
- 'Building name': The Zizz @ Damansara North
- 'Street Address': Jalan PJU 10/A
- 'Town / Neighborhood': Damansara Damai
- 'Post code': 47830
- 'City /': Petaling Jaya
- 'State / Federal territory': Selangor

At the bottom of the form are 'Back' and 'Next' buttons.

Diagram 4.2.3.6: Host Listings Page – Create Listing Step 1.3.2

When creating their listing, hosts can define their accommodation details, including maximum guest capacity, number of bedrooms, beds, and bathrooms. Previously, Airbnb's interface did not explain what terms like 0.5 and 1.5 bathrooms meant, which often caused confusion for users. To address this, we have added clear explanations for these terms, helping hosts better understand their meaning and have a clearer mindset when setting up their listings.

The screenshot shows the 'Create Listing Step 1.4' page. At the top left is the Airbnb logo, and at the top right is a 'Save & Exit' button. The main title 'Share some basics about your place' is centered, with a subtitle 'You'll add more details later, like bed types'. Below this are four input fields with increment/decrement buttons: 'Guests' (0), 'Bedrooms' (0), 'Beds' (0), and 'Bathrooms' (0). A note under 'Bathrooms' specifies: '0.5 Bathroom: Includes a toilet and sink only, no shower or bathtub.' At the bottom are 'Back' and 'Next' buttons.

Diagram 4.2.3.7: Host Listings Page – Create Listing Step 1.4

The screenshot shows the 'Create Listing Step 2' page. At the top left is the Airbnb logo, and at the top right is a 'Save & Exit' button. The title 'Step 2' is at the top left, followed by 'Make your place stand out' and a sub-instruction: 'In this step, you'll add some of the amenities your place offers, plus 5 or more photos. Then, you'll create a title and description.' To the right is a 3D isometric visualization of a modern, multi-story house with a large deck and interior rooms. At the bottom are 'Back' and 'Next' buttons.

Diagram 4.2.3.8: Host Listings Page – Create Listing Step 2

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Users can choose guest favourites and standout amenities as default settings for their listing. If there are any changes to the amenities or add-ons, they can easily update them through the editing page.

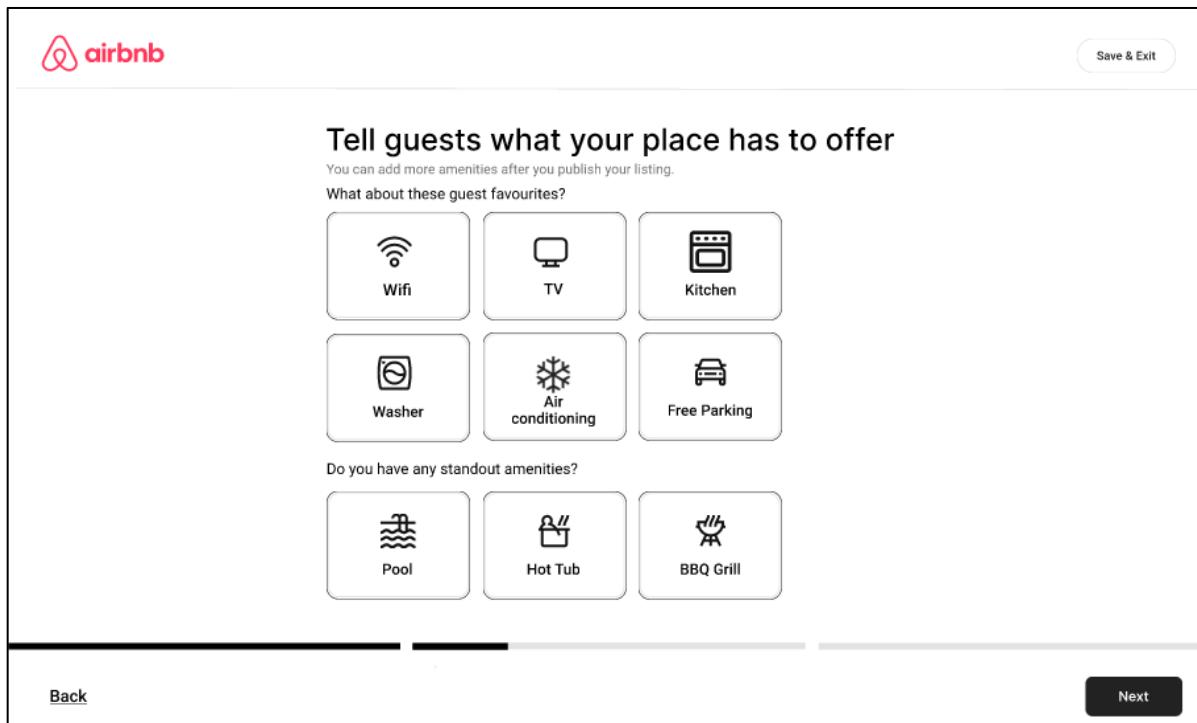


Diagram 4.2.3.9: Host Listings Page – Create Listing Step 2.1

To create a complete listing, hosts are required to provide at least five photos that showcase their listing's features and attract potential guests.

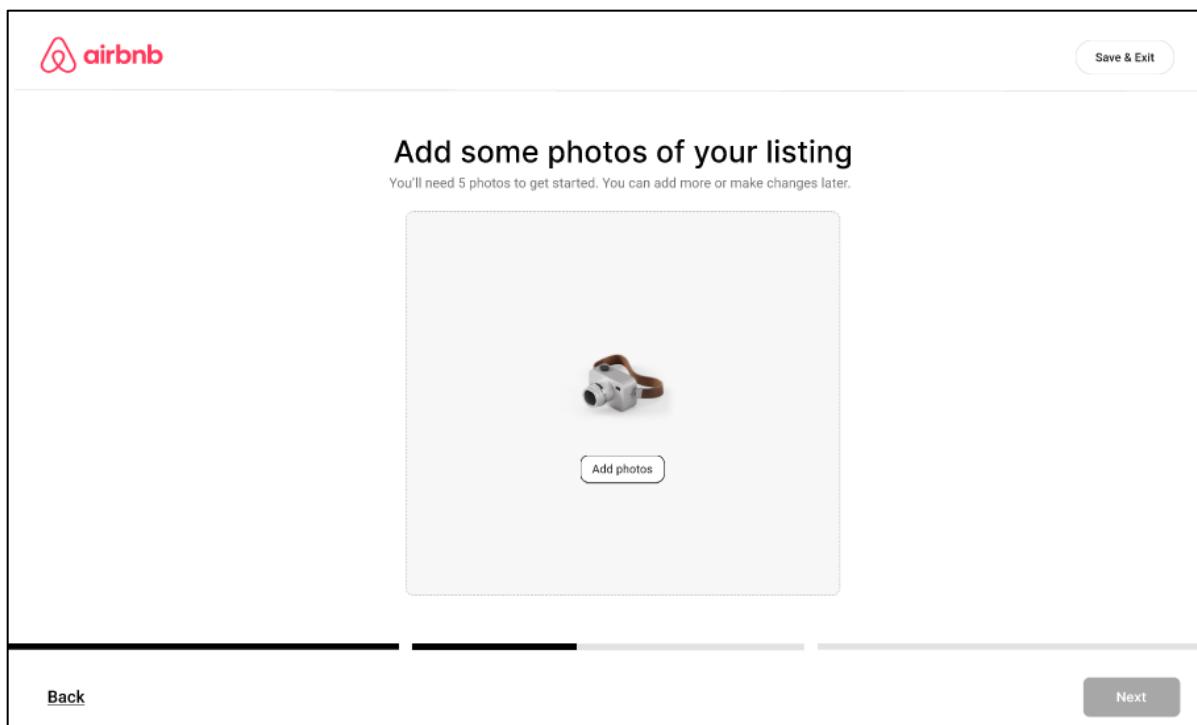


Diagram 4.2.3.10: Host Listings Page – Create Listing Step 2.2

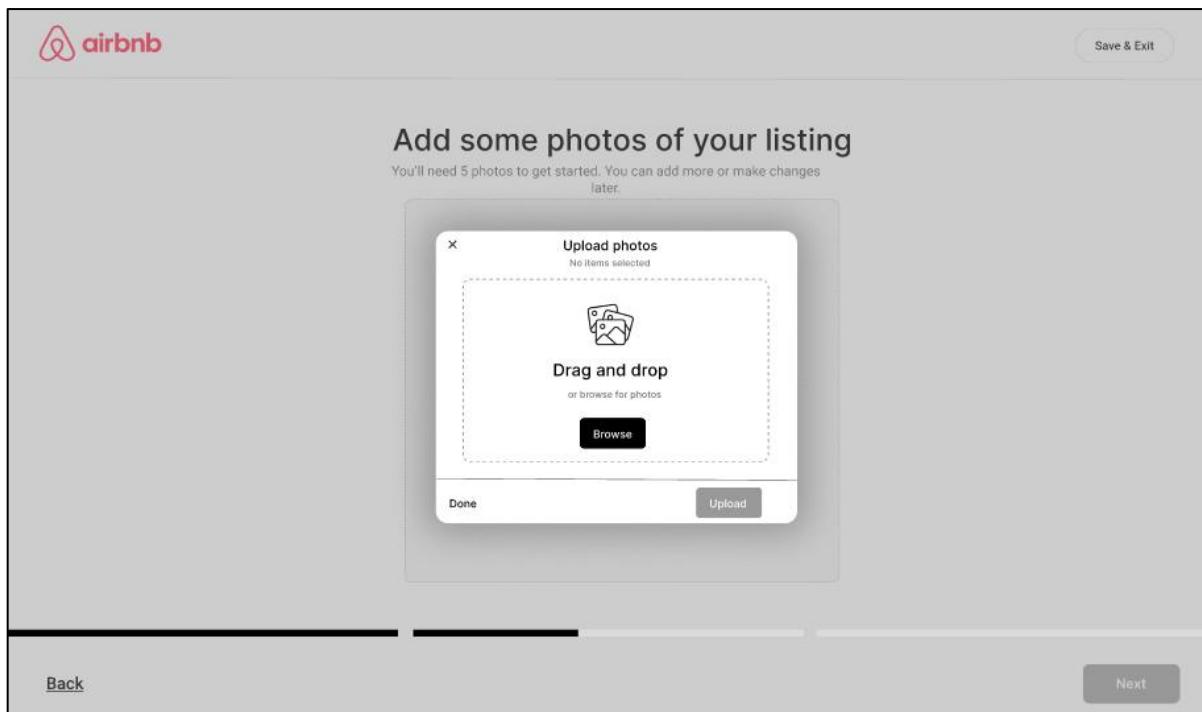


Diagram 4.2.3.11: Host Listings Page – Create Listing Step 2.2.1

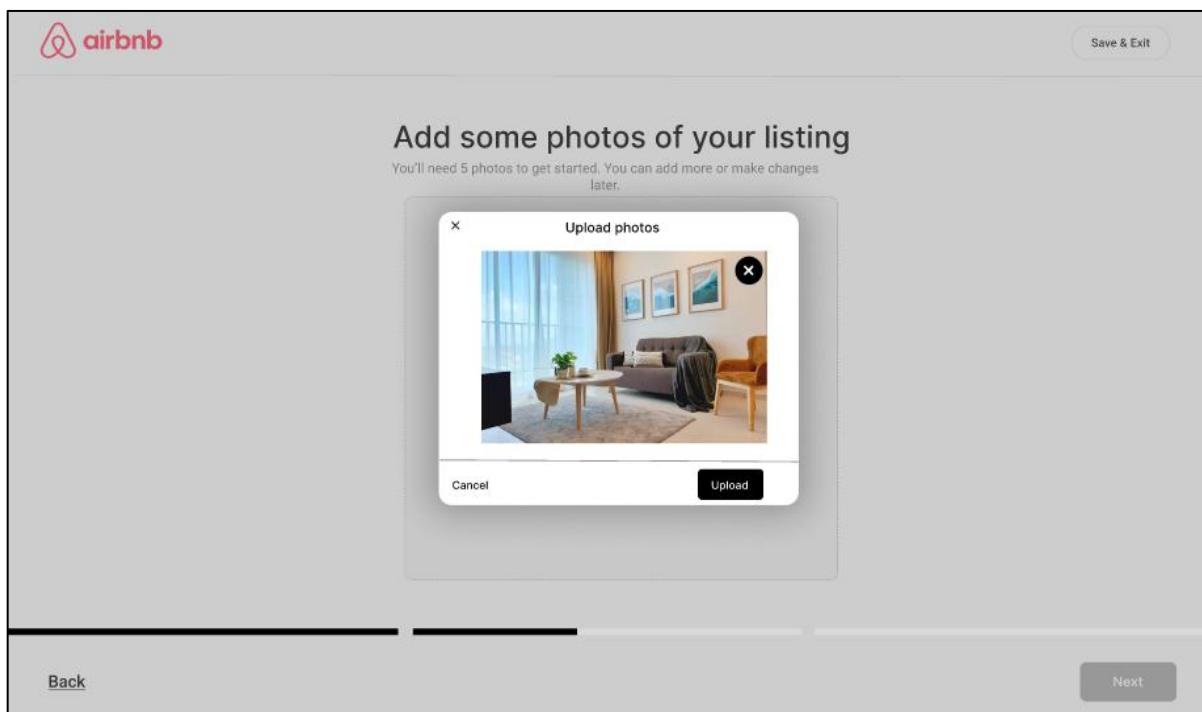


Diagram 4.2.3.12: Host Listings Page – Create Listing Step 2.2.2

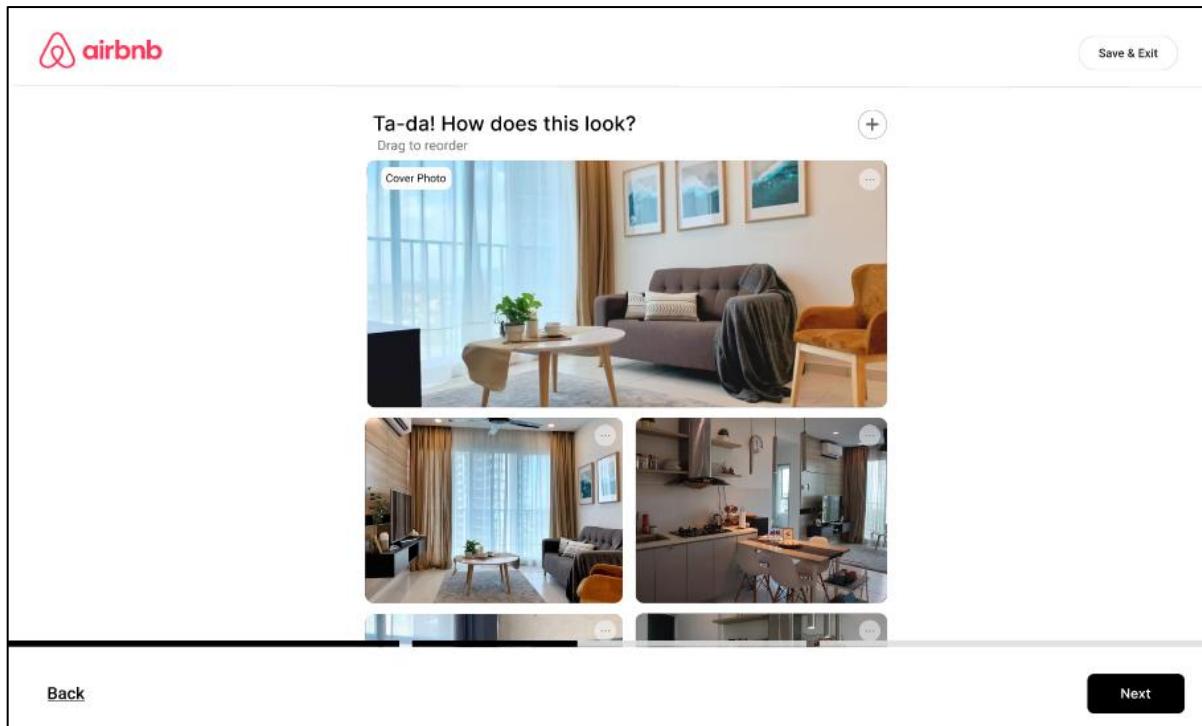


Diagram 4.2.3.13: Host Listings Page – Create Listing Step 2.2.3

To create a complete listing, hosts are required to give their place a suitable title within the word limit.

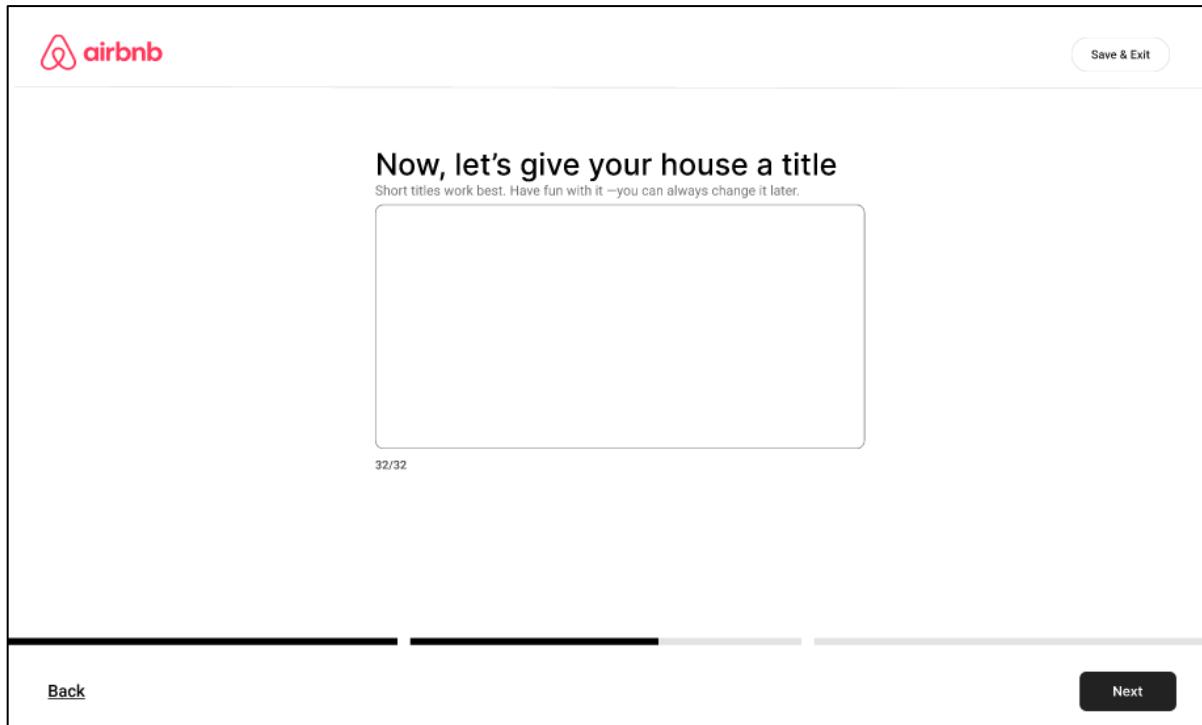


Diagram 4.2.3.14: Host Listings Page – Create Listing Step 2.3

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Next, hosts can choose up to 2 elements to describe their place.

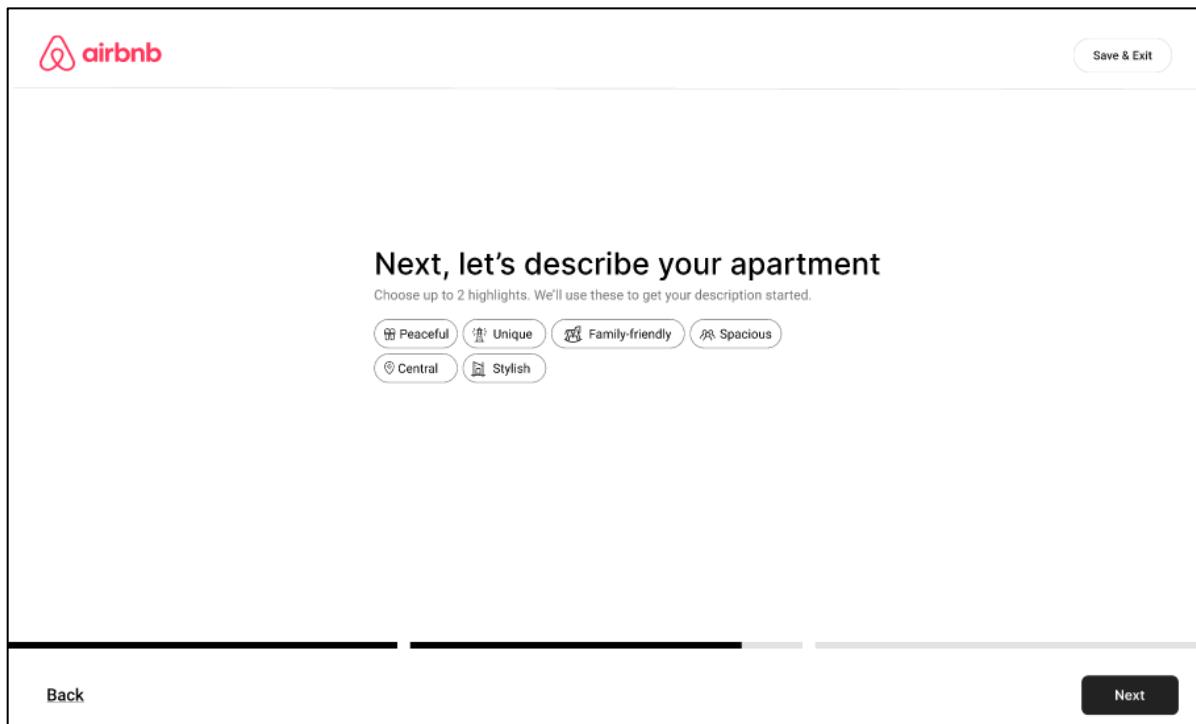


Diagram 4.2.3.15: Host Listings Page – Create Listing Step 2.4

To finish their listings, hosts are to write a description of their place to appeal to guests within the word limit.

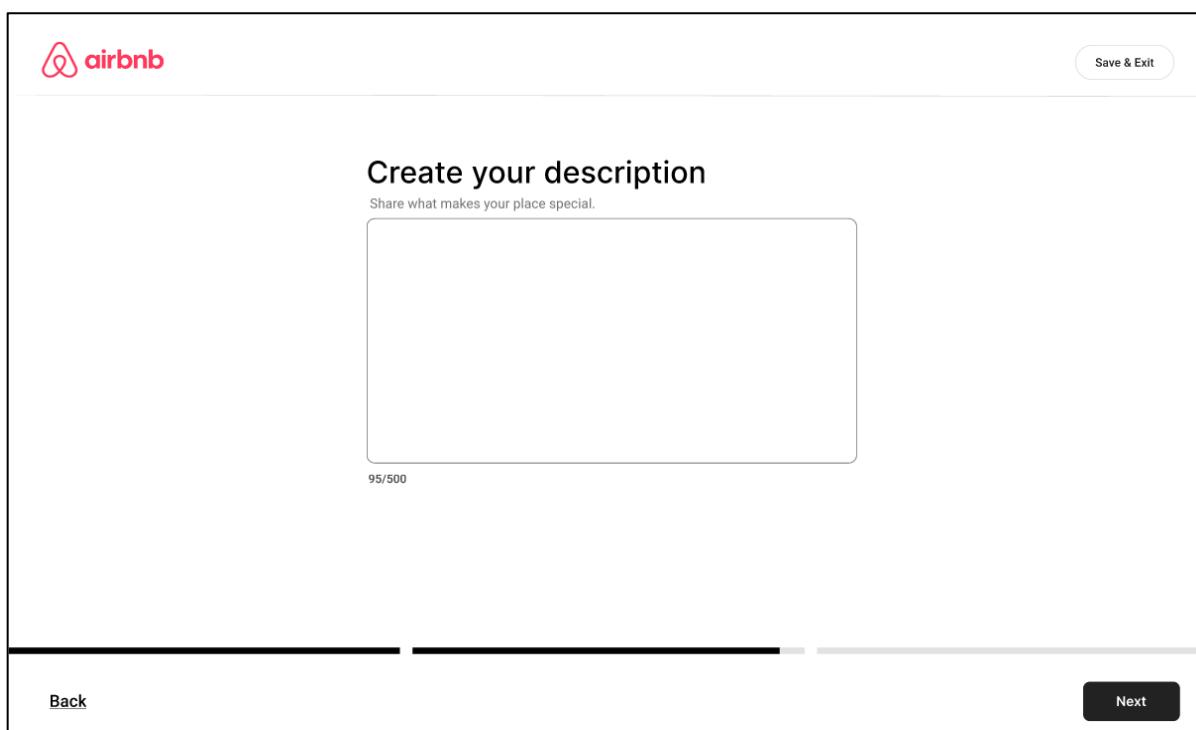


Diagram 4.2.3.16: Host Listings Page – Create Listing Step 2.5



Diagram 4.2.3.17: Host Listings Page – Create Listing Step 3

Hosts can determine how they want to receive bookings from guests by picking a booking setting.

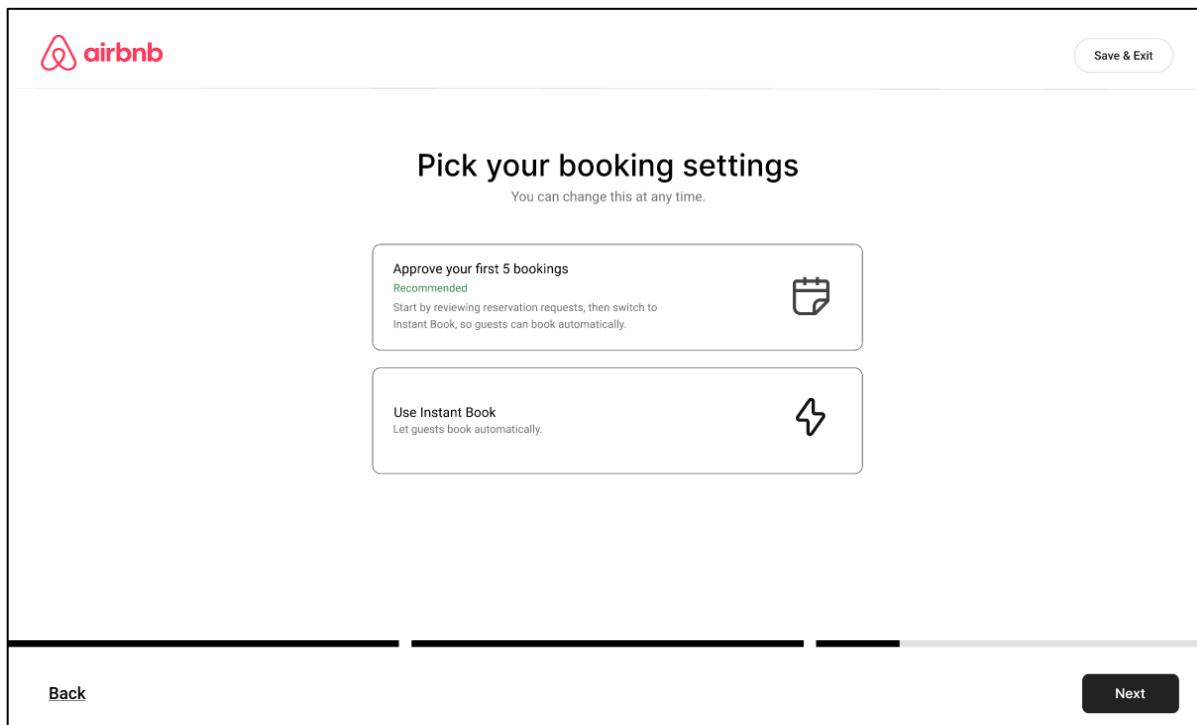


Diagram 4.2.3.18: Host Listings Page – Create Listing Step 3.1

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Hosts can choose what type of guests to welcome for their first reservation.

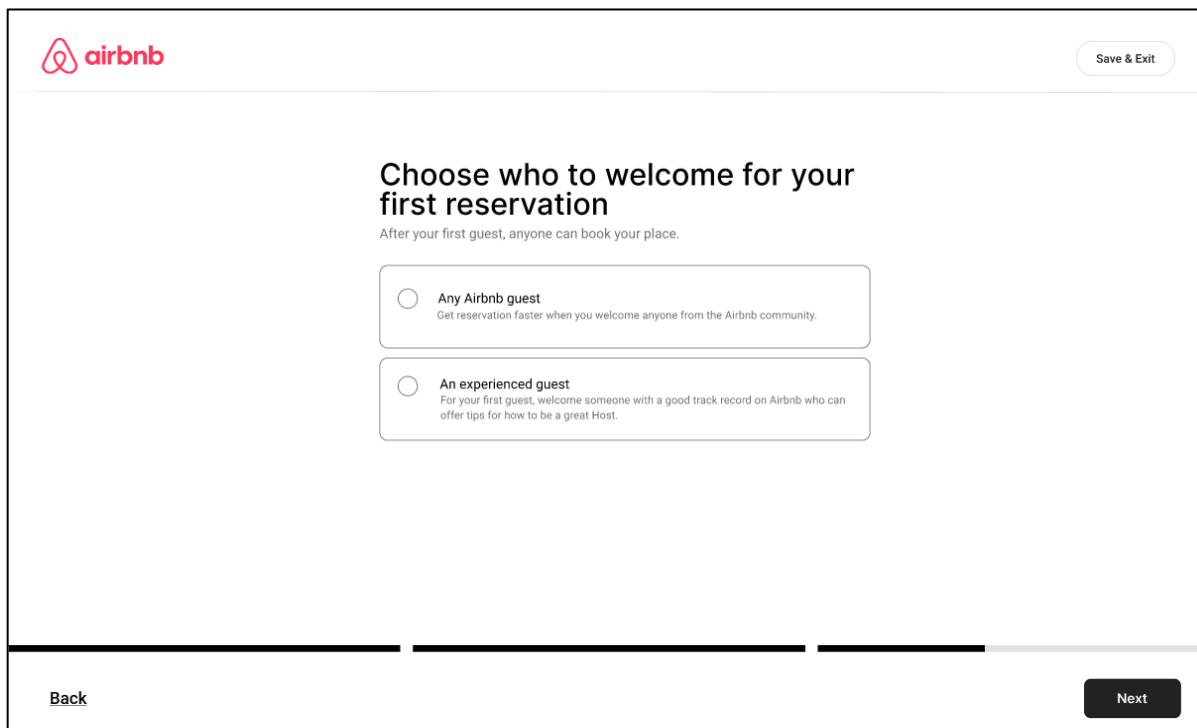


Diagram 4.2.3.19: Host Listings Page – Create Listing Step 3.2

To complete creating their listing, hosts can set the price per night and Airbnb will have a dropdown list that explains how the fees are calculated, including the base price, service fee, guest price before taxes as well as how much the host will earn.

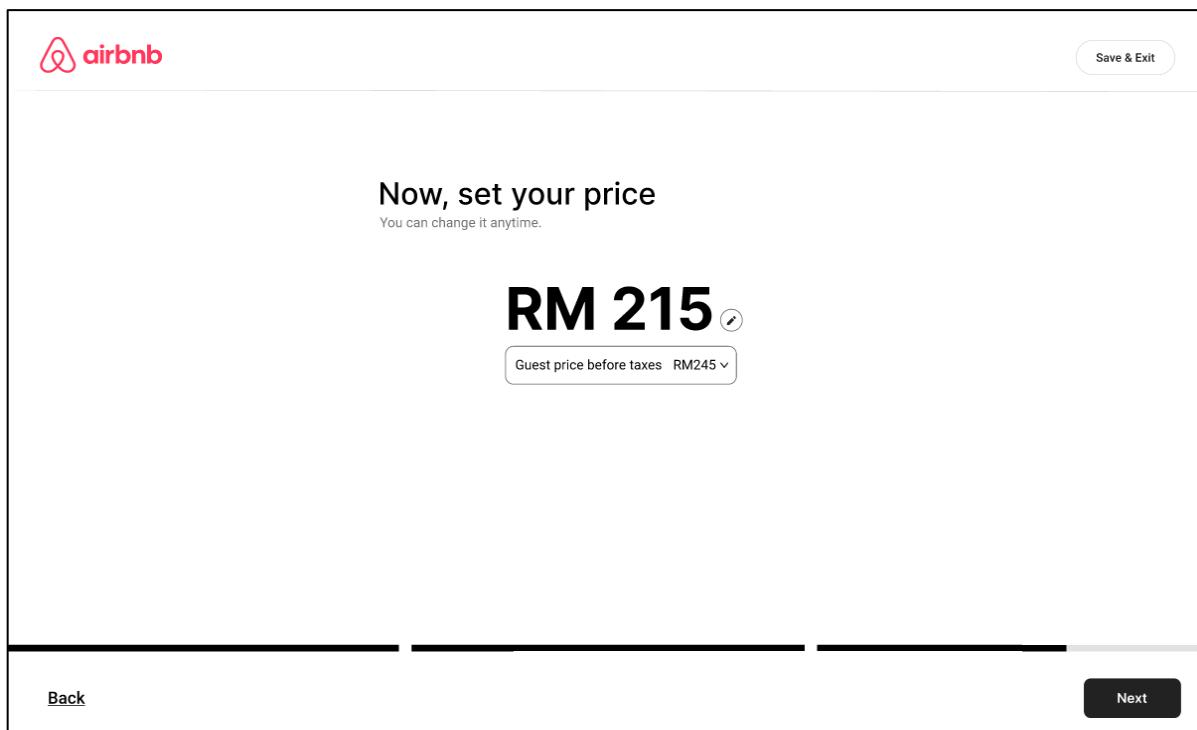


Diagram 4.2.3.20: Host Listings Page – Create Listing Step 3.3

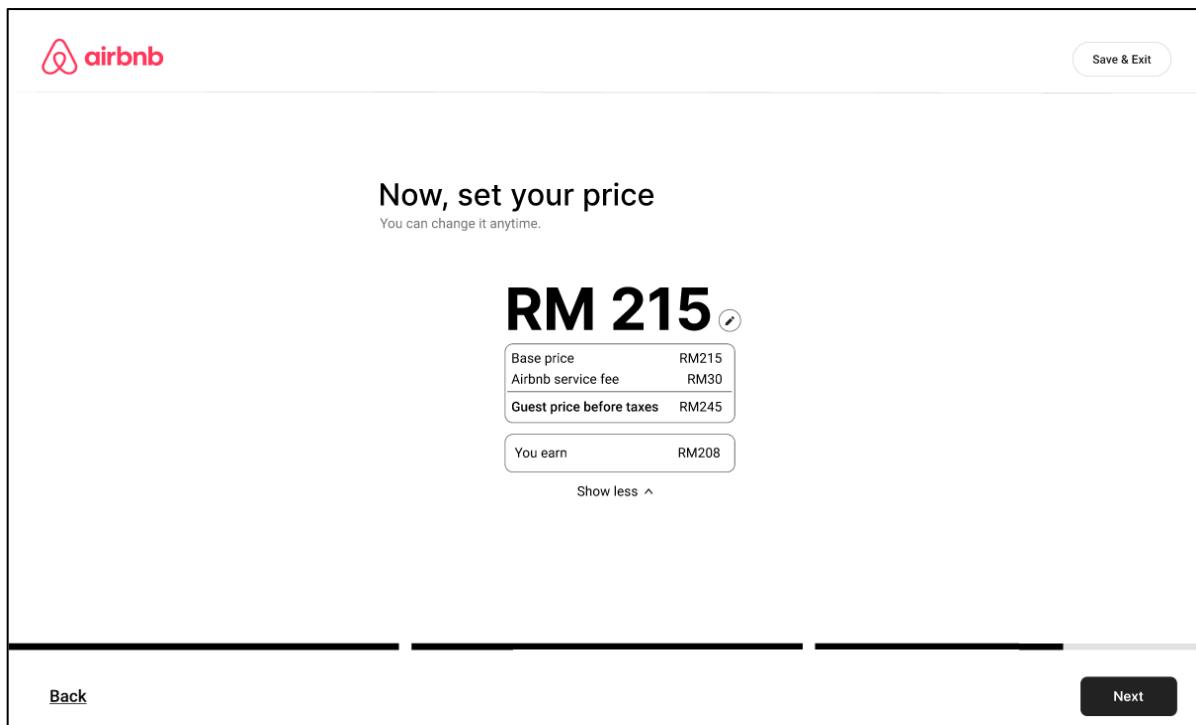


Diagram 4.2.3.21: Host Listings Page – Create Listing Step 3.3.1

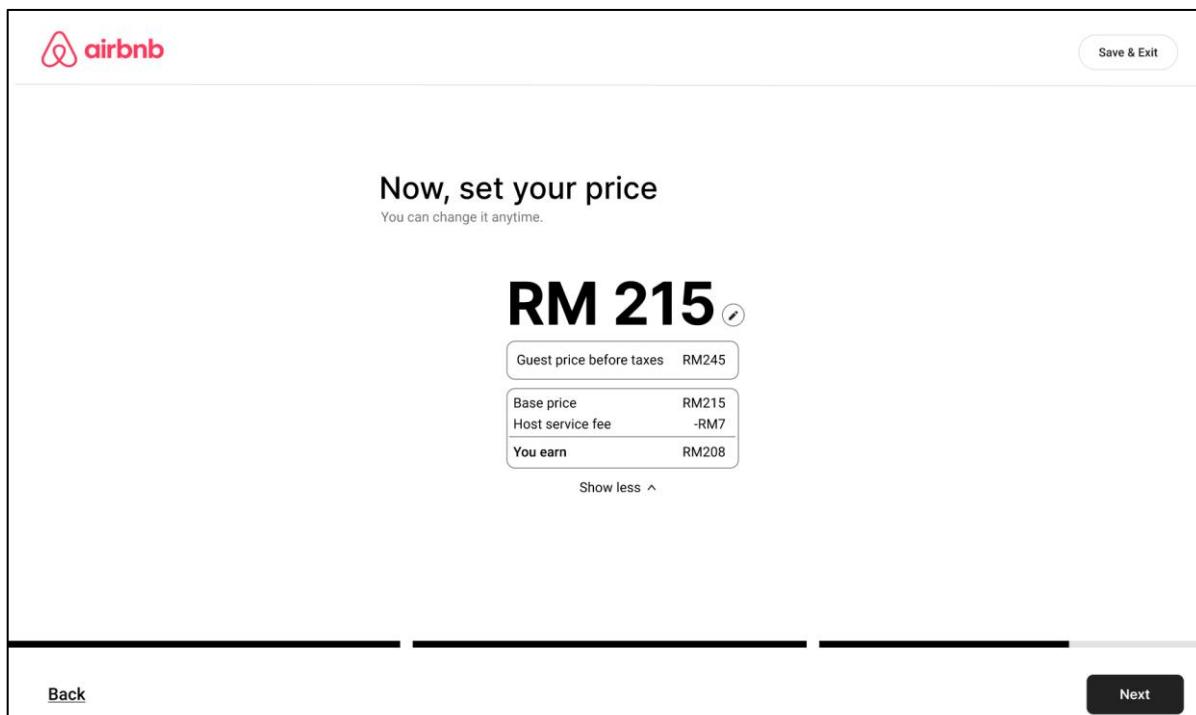


Diagram 4.2.3.22: Host Listings Page – Create Listing Step 3.3.2

AACS2303 INTRODUCTION TO INTERFACE DESIGN

Hosts can share important safety details by checking boxes to indicate if their property has exterior security cameras, noise level monitoring devices, or weapons on site. Lastly, hosts can press the “Create Listing” button to create their listings. It will redirect them to their Listing page with the newly created listing present.

The screenshot shows the 'Share safety details' section of the Airbnb listing creation interface. At the top left is the Airbnb logo. The section title 'Share safety details' is centered above a list of three items, each with a checkbox. Below this is a heading 'Important things to know' followed by a note about security cameras. At the bottom are 'Back' and 'Create Listing' buttons.

Share safety details

Does your place have any of these?

Exterior security camera present

Noise decibel monitor present

Weapon(s) on property

Important things to know

Security cameras that monitor indoor spaces are not allowed even if they're turned off. All exterior security cameras must be disclosed.

Be sure to comply with your local laws and review Airbnb's anti-discrimination policy and guest and Host fees.

[Back](#) [Create Listing](#)

Diagram 4.2.3.23: Host Listings Page – Create Listing Step 3.4

AACS2303 INTRODUCTION TO INTERFACE DESIGN

The newly created listing will be added to the already existing ones.

The screenshot shows the Airbnb website's host dashboard. At the top, the Airbnb logo is on the left, followed by navigation links: Reservations, Listings (which is underlined), and Earnings. To the right are account settings and a search bar labeled "Listing Name" with a magnifying glass icon and a plus sign icon.

Welcome back, James!

Your Listings

Listing Name Search +

Private MasterRoom @ Regalia PUTRA Station ★ 4.84(23)

The ZIZZ condominium @ Damansara Damai Homestay ★ 4.96(45)

161 KL City Premium master room @ KLCC View pool ★ 4.99(64)

(NEW) Kd home's Damansara Damai ★ 4.98(9)

Kanvas Soho Cyberjaya ★ 4.98(7)

Bloomsvale Shopping: Level 40+ Kuala Lumpur (3.16) ★ 4.9(32)

Kuantan, Malaysia ★ 5.0(26)

Stylish 2R2B by Havenn Tonight @ Setiawalk Puchong ★ 5.0(31)

The ZIZZ condominium @ Damansara Damai Homestay ★ 4.96(45)

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Diagram 4.2.3.24: Host Listings Page – Create Listing Successful

4.3 Host Earnings Page

When hosts select the 'Earnings' tab, they are directed to the Host Earnings Page which displays their income data, featuring a chart visualizing the host's earnings from January 1 through the current month alongside a detailed year-to-date summary showing gross earnings, adjustments, service fees, taxes withheld, and the final net total, providing hosts with comprehensive financial insights at a glance.

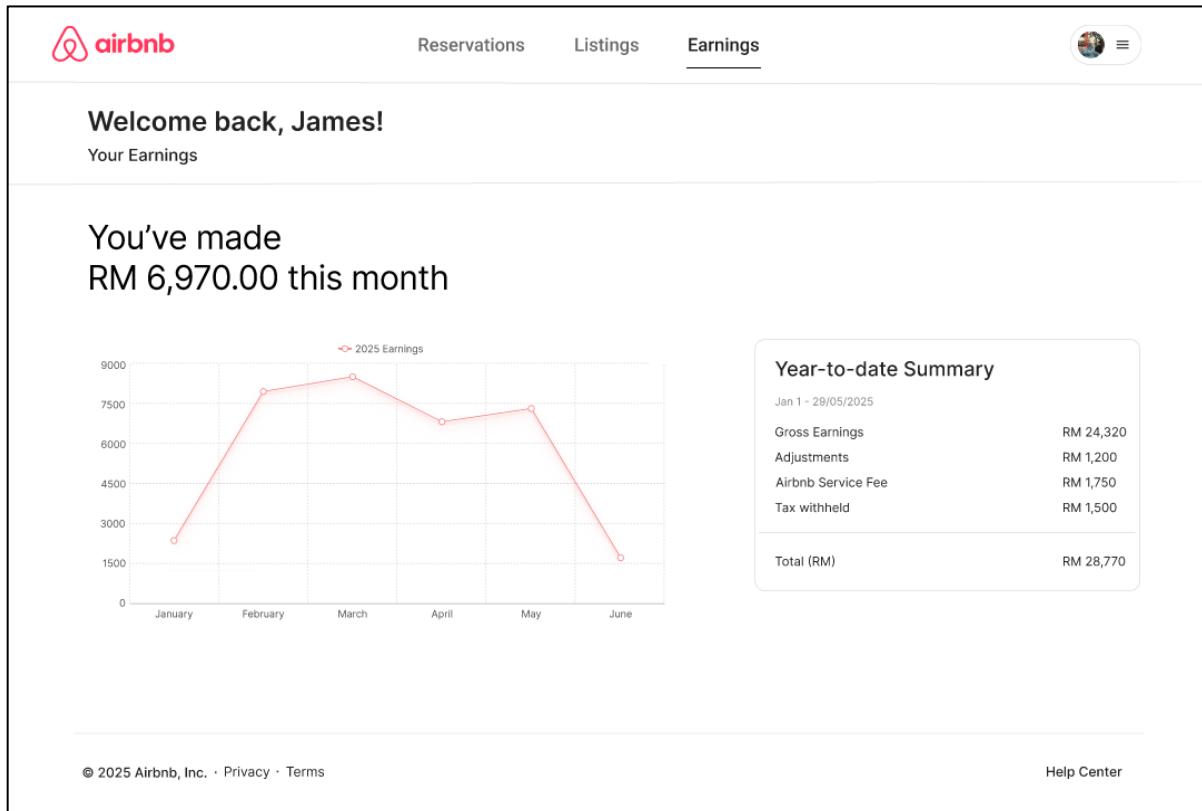


Diagram 4.3: Host Earnings Page