**Airbnb**

**Jobs that Airbnb does for its guests:**

1. **As an** Airbnb guest, **I want to** be able to check the exact apartment pictures and additional amenities **so that** I can make a better choice of the place I wish to stay. (*Emotional*)

**Description**: - Travelers can book an Airbnb based on the visuals that they see on the listings; they will get a better idea if they see the pictures of the exact place that they are willing to book.

1. **As an** Airbnb guest, **I want to** have acompetitive or less- expensivestaying options compared to hotels **so that** I can save on my living expense while travelling. (*Functional*)

**Description: -** Guests can often book Airbnb for less than the cost of hotel rooms. Also, if there are greater number of travelers, they can rent a bigger and cheaper house or apartment in more affordable prices.

1. **As an** Airbnb guest, **I want** **to** have an experience of living like a local in a new city **so that** I can connect with and learn more about new cultures and people. (*Emotional*)

**Description**: - Airbnb offers their guests an opportunity to be a part of local life and to connect to the place and its people. Guest can also have interaction with the host and learn many things about food, culture and living.

1. **As an** Airbnb guest, **I want to** enjoy home cooked food when I am travelling for long term business or pleasure travels **so that** I can take better care of my health. (*Ancillary*)

**Description**: - Most of the Airbnb properties offer kitchenette, it is very convenient for the peoples who prefer home cooked food, or who have some dietary restrictions. Also, such apartments are suitable for long-term travels, where people might feel home sick and for them cooking comfort meal can be mood uplifting.

1. **As an** Airbnb guest, **I want to** be able to check reviews of the place and ratings of the host **so that** I can know prior experiences of other guests. (*Emotional*)

**Description**: - The ratings and reviews does help develop a sense of accountability and creditability for guests and hosts. Guests feel more comfortable and safer when a property is rated high and reviews are good.

**Jobs that Airbnb does for its hosts:**

1. **As an** Airbnb host, **I want to** be able to provide my apartment/house for rental- vacations **so that** I can earn passive income when I am not using it. (*Functional*)

**Description**: - Airbnb provides hosts a platform to list their property for vacation rentals, it can be single rooms, a suite of rooms, apartments, moored yachts, houseboats, entire houses, camping areas, even a castle.

1. **As an** Airbnb host, **I want to** have an insurance safety on my property **so that** my property is covered in the events of guest damage. (*Functional*)

**Description**: - Airbnb does provide a protection for up to $1,000,000 in damages to covered property in the rare event of guest damage, in eligible countries.

1. **As an** Airbnb host, **I want to** be able to receive reviews and feedbacks from the guests on my service and property **so that** I can keep improving and delivering better customer service. (*Ancillary*)

**Description**: - Airbnb allows guest to share their experiences which helps host to understand his service and market needs and also these reviews and ratings gives host added credibility.

1. **As an** Airbnb host, **I want to** be able to leverage the ready built system for handling the bookings and payments so that I don’t have to manage that independently. (*Functional*)

**Description**: - The website provides a secure and authenticated booking and payment system, making the process easier for host than doing it independently.

1. **As an** Airbnb host, **I want to** be able to specify booking cancellation policies and house rules for my listings so that I can be transparent with my guests beforehand. (*Functional*)

**Description**: - Providing the cancellation policy information and do’s and don’ts regarding the property and services gives a transparency to the guests and helps them make a better decision.

1. **As an** Airbnb host, **I want to** be able to decide the pricing, choice of amenities and services for my property **so that** I can have greater flexibility and custom-built advertising option. (*Functional*)

**Description**: - The host can decide how much to charge per night, per week, or per month. There are no charges for listing the properties. Listings can include descriptions, amenities, photographs with captions, and a user profile where potential guests can get to know a bit about the hosts.