CHECKLIST FOR HOSTS

The 15 things your guests *will ask you*

These are the questions that come up in almost every stay. If each one already has its answer, written somewhere your guests can find it, you won't have to answer it by message any more.

BEFORE ARRIVAL

- [ ] **The exact address and the way in.** The building, the door, the floor, a photo if the entrance is hard to find.
- [ ] **Check-in time.** And what happens if they arrive later than planned.
- [ ] **How to get the keys.** The key box or door code, and where to find it.
- [ ] **Where to park.** A reserved space, a nearby car park, the price, or “no parking”.

ON ARRIVAL

- [ ] **The Wi-Fi.** The network name and password, easy to copy.
- [ ] **Heating or air conditioning.** How to switch it on, and what temperature to leave it at.
- [ ] **Hot water.** The boiler, how long it takes, the switch not to touch.
- [ ] **The TV and appliances.** The remote, the coffee machine, the washing machine.

DURING THE STAY

- [ ] **The bins.** Where they go, recycling, collection days.
- [ ] **Nearby shops.** Supermarket, bakery, pharmacy, and their opening hours.
- [ ] **Getting around.** The nearest bus or metro, a taxi, the station.
- [ ] **Your favourite places.** 2 or 3 restaurants, a walk, what not to miss.
- [ ] **Emergencies.** Your number, 112, the nearest doctor or hospital.

ON DEPARTURE

- [ ] **Check-out time.** And whether a late check-out is possible.
- [ ] **What to do before leaving.** The keys, the linen, the dishes, the bins, the lights.

The right reflex: put all these answers in one place, on your guest's phone, in their language. A guest from abroad won't read a folder in a language they don't speak, and nobody rereads a message sent three days before arrival.