



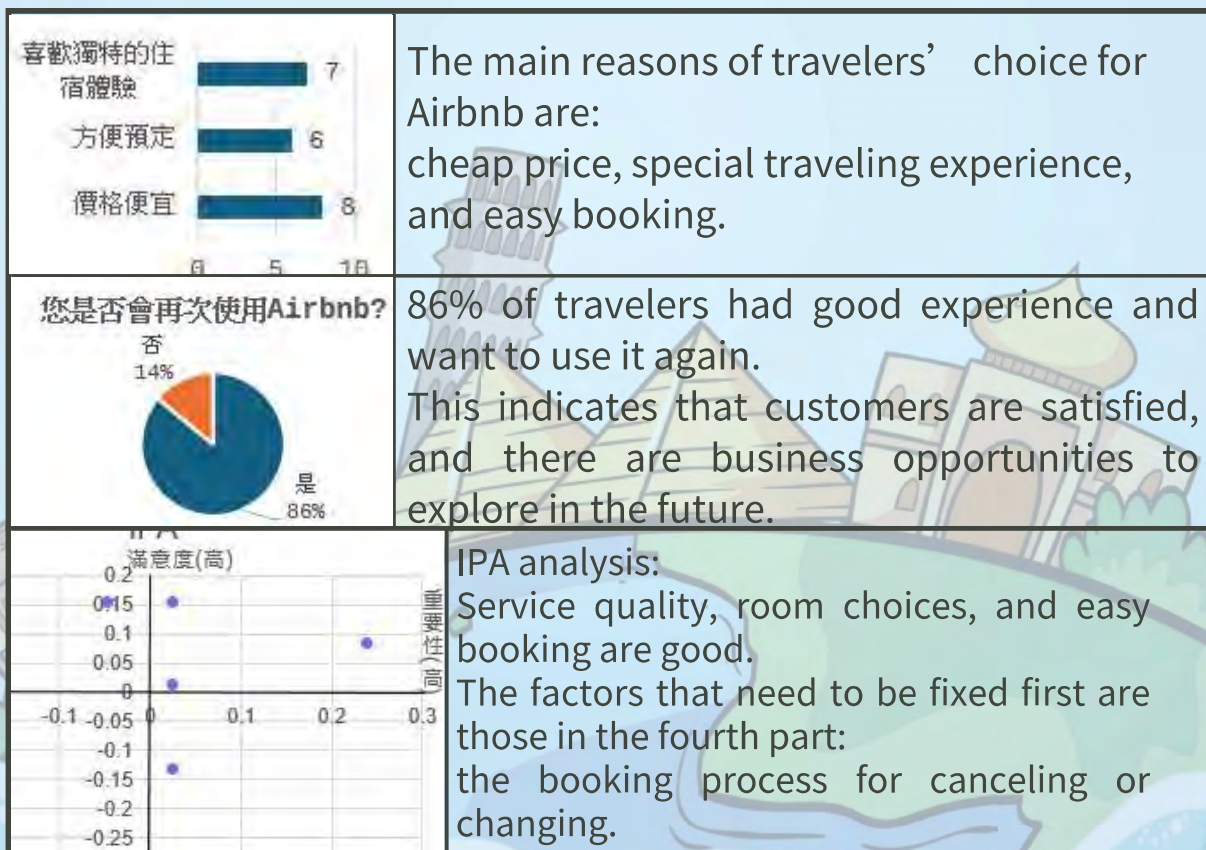
# A Resting Place for Travelers

## -Airbnb's Sharing Economy and Customer Satisfaction

In recent years, traveling abroad has become popular among people. But traveling costs a lot of money. So, people have a new choice. Instead of staying in a hotel, they stay in Airbnb.

Airbnb has many types of rooms. It has many locations around the world. The price is more flexible and often cheaper. People can even experience more of the local culture.

We want to know marketing strategy and customer satisfaction of Airbnb. We hope this can help travelers to apply Airbnb to build up a better traveling experience.



Our group gives these ideas to Airbnb:

1. Ask hosts to make sure the upload video could match the real room conditions.
2. Make customer service faster. Add a mutual channel for both sides to communicate when there are problems.