



A FILL-IN PLAYBOOK FOR SHORT-TERM RENTAL HOSTS

The **107** questions guests actually ask

And the answers that protect your rating. Built from **268,526 Copenhagen Airbnb reviews**, including the ones where it went wrong.

Why these 107 questions decide your rating

We analyzed every Copenhagen Airbnb listing in the Inside Airbnb dataset: 15,104 established listings and 268,526 guest reviews from 2023 onward. One pattern beat everything else.

Hosts who answer fast and completely get better overall ratings. Not slightly better. Visibly better.

COMMUNICATION SUBSCORE	AVERAGE OVERALL RATING
5.0	4.92
4.9	4.85
4.8	4.77
4.5 to 4.79	4.64
below 4.5	4.27

Below roughly 4.7 overall, a listing loses Guest Favorite status and search visibility on Airbnb. The gap between the top and bottom of that table is the gap between page one and page four.

38%

of Copenhagen hosts respond within an hour. 37% take a day or more.

17.4%

of established listings score below 4.8 on check-in. The weakest subscore in the city.

1 in 12

reviews praise communication unprompted. The most-praised host behavior in the entire dataset.

Communication is also the cheapest subscore to fix. You don't renovate a bathroom. You answer 107 questions once, properly, and stop losing stars to things you already know.

How to use this playbook: go through every question. Tick the box if your guide already answers it. Write the answer if it doesn't. **The rule that makes this work: if a guest has asked you something twice, it goes in. No exceptions.**

01 Property basics

- ☐ 1 What's the exact address, and does the Google Maps pin land on the right door?
- ☐ 2 Which floor is it on, and is there an elevator?
- ☐ 3 What name is on the doorbell or intercom?
- ☐ 4 How do guests recognize the building from the street? A photo of the front door beats a paragraph.
- ☐ 5 Is there anything about the building a guest with two suitcases should know in advance? Courtyard entrances, steep stairs, cobblestones.

"No instructions on the check in (it is the left door on the ground floor)."

REAL COPENHAGEN REVIEW

02 Arrival & departure

- ☐ 6 What time is check-in, and what happens when the flight lands at 9 am?
- ☐ 7 Can guests drop bags before check-in? Where?
- ☐ 8 Where exactly is the key or lockbox, and what's the code?
- ☐ 9 What should a guest do if the code doesn't work or the smart lock battery is dead?
- ☐ 10 What time is check-out, and is late check-out ever possible?
- ☐ 11 What needs to happen before guests leave? Keys, windows, heating, trash.

"The only way to check in was via a machine, and it was frozen. One of us called the provided contact #, and was hung up on."

REAL COPENHAGEN REVIEW

17.4% of Copenhagen listings score below 4.8 on check-in. The single weakest subscore in the city, and the most preventable.

03 House rules

- ☐ 12 Are parties or events allowed, and what counts as one?
- ☐ 13 Can guests bring visitors who aren't on the booking?
- ☐ 14 Are pets allowed? Are there house pets guests might meet?
- ☐ 15 What are the quiet hours, and how thin are the walls really?
- ☐ 16 Shoes on or off?
- ☐ 17 Where is smoking allowed, if anywhere? Does the balcony count?

04 WiFi, entertainment & technology

- ☐ 18 What's the wifi network and password, exactly as typed, capitals included?
- ☐ 19 Where's the router, and how do guests restart it?
- ☐ 20 Which remote turns on the TV, and which button reaches Netflix?
- ☐ 21 Can guests log into their own streaming accounts? Should they log out at check-out?
- ☐ 22 Is there a speaker or smart-home device, and how does it work?
- ☐ 23 What's the backup plan when the wifi can't carry a video call?

"Wifi password not provided despite requesting again and again."

REAL COPENHAGEN REVIEW

05 Kitchen & dining

- ☐ 24 How does the stove turn on? If it's induction, where is the child lock?
- ☐ 25 What do the oven symbols mean?
- ☐ 26 How does the dishwasher start, and where are the tabs?
- ☐ 27 Which coffee machine is it, and which capsules or grounds fit?
- ☐ 28 Which staples are guests welcome to use? Oil, salt, spices, tea.
- ☐ 29 Where are the kettle, toaster, and wine opener?

"We could not figure out how the stove worked."

REAL COPENHAGEN REVIEW · APPLIANCE CONFUSION APPEARS 100+ TIMES IN THE DATA

06 Bedrooms & bathrooms

- ☐ 30 Where are the spare pillows, blankets, and linens?
- ☐ 31 How does the sofa bed unfold?
- ☐ 32 Which towels are for whom, and where are the spares?
- ☐ 33 Is there a hairdryer, and where?
- ☐ 34 Does the shower have a quirk? Pull this, turn that, wait 30 seconds for hot water.
- ☐ 35 Where does used linen go at check-out?

"It said it had a pull out sofa, but could not figure out how to pull it out so just slept on the sofa."

REAL COPENHAGEN REVIEW

07 Laundry & cleaning

- ☐ 36 How does the washing machine work, and which detergent goes where?
- ☐ 37 Is there a dryer, or a drying rack somewhere?
- ☐ 38 Where are the vacuum, mop, and cleaning supplies?
- ☐ 39 What's expected of guests, and what does the cleaner handle?

08 Outdoor spaces & amenities

- ☐ 40 Is the balcony or terrace private or shared?
- ☐ 41 Can guests use the BBQ, and how does it work?
- ☐ 42 What are the courtyard or garden rules?
- ☐ 43 Where do cushions and the umbrella live, and what happens when it rains?

09 Parking & transportation

- ☐ 44 Where can guests park, and what does it actually cost per day?
- ☐ 45 Is there EV charging nearby?
- ☐ 46 How do you get here from the airport, and what does it cost?
- ☐ 47 Which app sells public transport tickets, and which zone is this?
- ☐ 48 What's the reliable taxi option?
- ☐ 49 How far is the center on foot or by bike?

10 Heating, cooling & climate control

- ☐ 50 How does the thermostat work, and how long does the place take to warm up?
- ☐ 51 Is there underfloor heating, and why does it feel cold for the first hour?
- ☐ 52 Is there AC or a fan for warm nights?
- ☐ 53 Which windows open, and is there a trick to them?

11 Safety & emergency information

- ☐ 54 What's the emergency number, and what's the exact address to give? In Denmark: 112.
- ☐ 55 Where's the nearest 24-hour pharmacy, and the nearest emergency room?
- ☐ 56 Where are the fire extinguisher and the first aid kit?
- ☐ 57 What should guests do when the smoke alarm chirps at 3 am?
- ☐ 58 Where's the fuse box, and which switch fixes a power cut?
- ☐ 59 Where's the water shutoff?
- ☐ 60 Which situations should guests call you about immediately, and on what number?

12 Waste & recycling

- ☐ 61 Which bin takes what, and where do the bins live? Danish sorting is a genuine puzzle for visitors.
- ☐ 62 What is "pant", and where do bottles go to get the deposit back?
- ☐ 63 Do collection days matter to guests? Bins out, bins in?
- ☐ 64 What about pizza boxes and things too big for any bin?

13 Local area information

- ☐ 65 What's the neighborhood like, in three honest sentences?
- ☐ 66 Where's the nearest supermarket, and when does it close?
- ☐ 67 Where's the nearest ATM, and do guests even need cash here?
- ☐ 68 Where's a good playground or a quiet park?
- ☐ 69 What does a normal evening sound like on this street? Set the expectation before the review sets it for you.

14 Daily necessities & shopping

- ☐ 70 Which nearby supermarket is cheapest, and which is best?
- ☐ 71 Where's the nearest pharmacy?
- ☐ 72 Where's fresh bread before 8 am?
- ☐ 73 What's open late, and what's open on Sunday?

15 Dining recommendations

- ☐ 74 Where would you send guests for breakfast or brunch?
- ☐ 75 Best coffee within a 10-minute walk?
- ☐ 76 Where do you take friends for dinner, one casual and one special?
- ☐ 77 What's the best vegetarian or vegan option nearby?
- ☐ 78 Where do locals get late-night food?
- ☐ 79 Which delivery apps actually deliver to this address?

Guests praise host recommendations unprompted in **4,458** Copenhagen reviews. A tip that's yours, not TripAdvisor's, is what gets quoted back in the review.

16 Activities & attractions

- ☐ 80 What's the one thing guests shouldn't leave without doing?
- ☐ 81 What do you do here with kids?
- ☐ 82 What's the rainy-day plan?
- ☐ 83 Where can you swim?
- ☐ 84 Which attractions need tickets booked ahead?

17 Shopping & local specialties

- ☐ 85 What should guests take home from here?
- ☐ 86 Where's the best food market?
- ☐ 87 Which local shops are worth a browse?

18 Bike & equipment rentals

- ☐ 88 Where do guests rent bikes, and what does a day cost?
- ☐ 89 Are child seats or cargo bikes available?
- ☐ 90 What are the three bike-lane rules that keep tourists out of trouble?
- ☐ 91 Are e-scooters legal here, and which app works?

19 Tourist information resources

☐ 92 Is the city pass worth it for a weekend?

☐ 93 Card or cash? Does MobilePay work for visitors?

☐ 94 Do people tip here?

☐ 95 What closes earlier than tourists expect?

20 Special property amenities

☐ 96 How do the hot tub or sauna work, and what are the rules?

☐ 97 Is there a game console, board games, or toys, and where?

☐ 98 Is there a crib or high chair, and how does it set up?

☐ 99 Does any amenity need a booking, a key, or a heads-up?

21 Seasonal information

☐ 100 What changes in winter? Darkness at 4 pm, heating habits, the cozy list.

☐ 101 What changes in summer? Long evenings, open-air spots, which window to crack at night.

☐ 102 What's open, and what isn't, around Christmas and public holidays?

☐ 103 Does the flat itself have a season? The upstairs that cooks in July, the window that drafts in January.

22 Additional information

☐ 104 What question have you answered twice this month? It goes in the guide. Today.

☐ 105 What's the one mistake every guest makes in the flat?

☐ 106 What do you wish guests knew before arriving?

☐ 107 Where do all these answers live, and will a guest at 11:48 pm actually find them there?

You now have 107 answers. Here's the uncomfortable part: **guests don't read guidebooks.**

Hosts in every forum tell the same story. You write the manual, you send the link, and the questions arrive anyway. The guest standing at the front door doesn't open a PDF. They message you. And the Copenhagen data shows what happens next: only 38% of hosts answer within the hour, and the rating table on page 2 shows what the slow lane costs.

That's the problem Milo was built for. **Milo is an AI co-host that lives where your guests already are: WhatsApp.** You give it your 107 answers, it answers guests instantly, day and night, in 50+ languages. When a guest asks something your guide doesn't cover, Milo tells you, drafts the missing answer, and adds it once you approve. The guide gets smarter with every stay.

TRY IT RIGHT NOW, NO SIGNUP

Text the word **N5QVRF** to **+45 52 51 53 11** on WhatsApp and you're chatting with Milo about a real Copenhagen apartment. Ask it about the wifi. Ask it where to get breakfast. Ask it in Spanish.

Then make it yours. Start a trial, paste this filled-in playbook (or your existing notes, or a house manual), and Milo's auto-fill turns it into your property guide. Most hosts are live the same day.

Try Milo free for 14 days

melocate.com

About the data

The numbers in this playbook come from Melocate's analysis of the Inside Airbnb Copenhagen snapshot (2025-09-29): 15,104 established listings (5+ reviews) and 268,526 guest reviews from 2023 onward. Guest quotes are real, lightly anonymized.

Full methodology and findings:

melocate.com/blog/copenhagen-airbnb-communication-study