



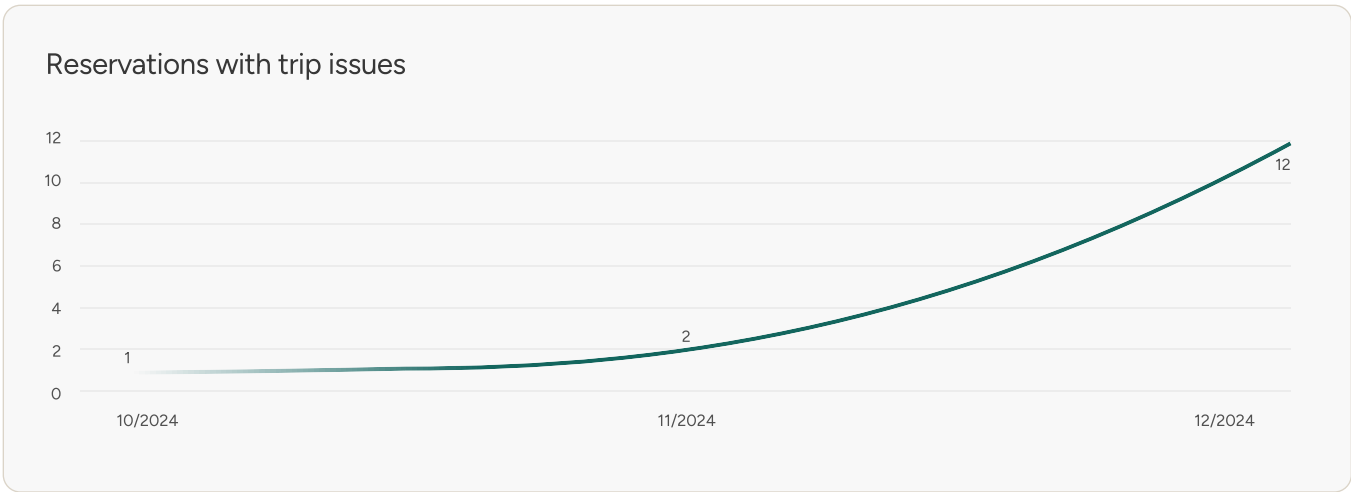
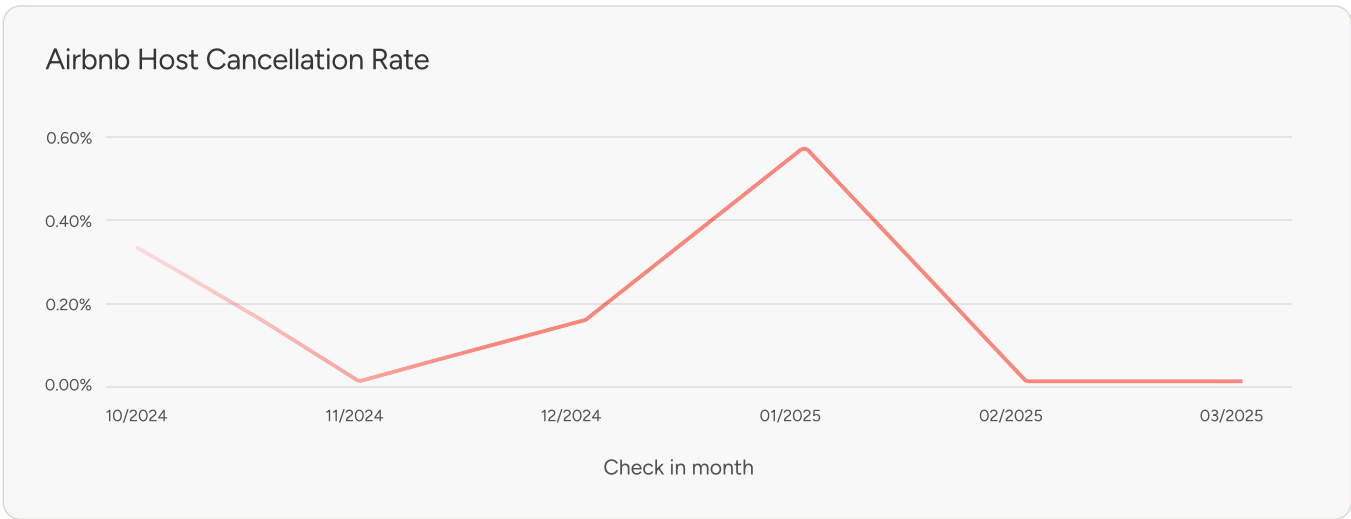
A practical guide to using the dashboard

The Airbnb Quality Dashboard can be found in the Ratings section of the platform. Let's now explore how Guesty's Airbnb Quality Dashboard boosts listing health and overall guest experience

MONITOR & ANALYZE

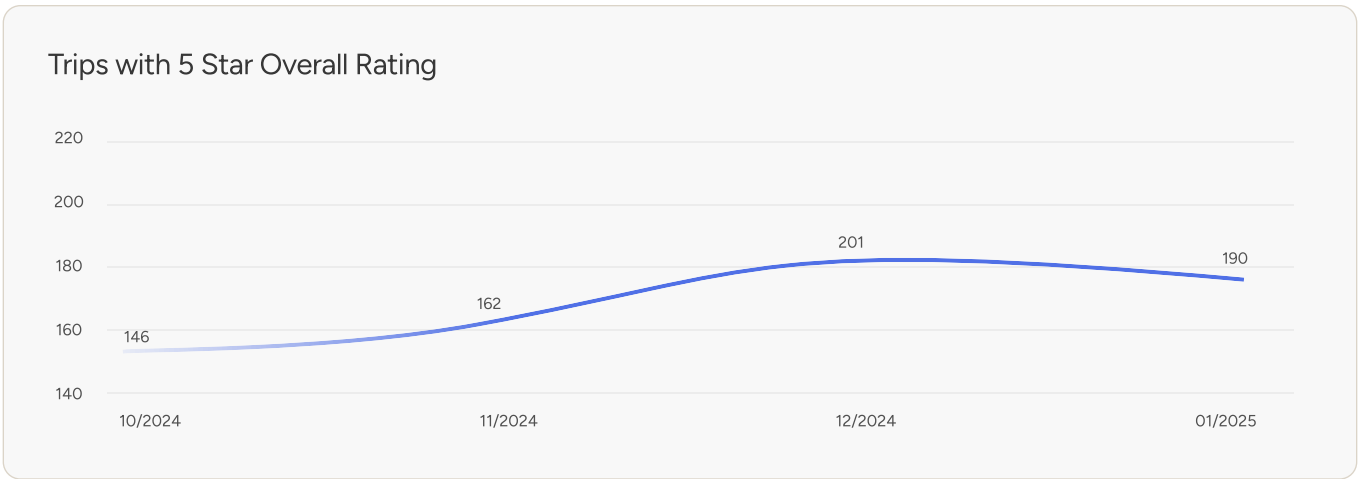
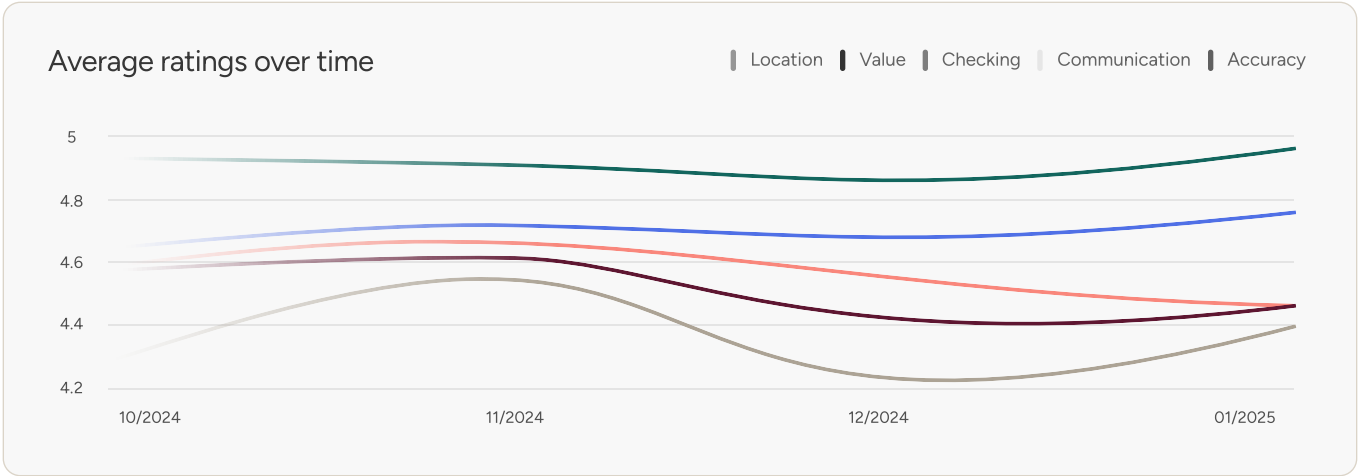
Your daily *tracking* and *monitoring* routine

Track essential metrics like overall ratings, 5-star stay rates, and recurring issues over time. Celebrate improvements while staying alert for emerging problems or declining ratings. Check host cancellation and review rates to identify trends.



MONITOR & ANALYZE

View the evolution of your ratings over time and the main improvement areas to constantly increase your 5-stars reviews.



MONITOR & ANALYZE

Segment and *narrow down* your data pool

Apply filters for city, country, or categories within your organization to identify geo-specific issues or team-related concerns.

Filter Listing City

- ☒ Daytona Beach Shores
- ☒ Destin
- ☒ Indian Rocks Beach
- ☐ Largo
- ☐ Panama City Beach
- ☐ Sarasota

Include all

OK

Filter Check In Rating

- ☐ N/A
- ☒ 1
- ☒ 2
- ☒ 3
- ☒ 4
- ☒ 5

Include all

OK

Example: Check-in issues can be flagged for the check-in team, while cleanliness issues are assigned to maintenance.

Display listings by lowest ratings per category and review sentiment tags to pinpoint root causes, such as “trouble with lock” or “hard to get inside”.

MONITOR & ANALYZE

Sort, filter, and toggle *data*

You can view data in simple spreadsheet format, which makes manipulating data easy. Use a toggle to display data by reservation (to discern guest sentiment,) or by listing (to identify affected properties).

You can sort your data by clicking on up and down arrows, to prioritize critical Issues. For example, you can sort the table by the lowest scores in the desired category to address the most urgent issues first.

Data summary

By Listing 

Listing Nickname	Quality Status	Avg. Overall Rating	Avg. Accuracy Rating	Avg. Checking Rating	Avg. Cleanliness Rating	Avg. Communication Rating	Avg. Location Rating	Avg. Value Rating
TPA ROTG 504	EDUCATE	4	4	3	3	5	5	4
DB OI 604	EDUCATE	3.6	3.4	3.8	3.6	3.4	3.4	3.6
DB OI 411 & 412	EDUCATE	4	3	4	5	5	5	5
TPA 1012 Dakota 6	EDUCATE	4.5	4.5	4	4	5	4.5	3
505 Duval	EDUCATE	4.33	4	4	5	5	5	3.67
BKW 1BR.Water 2nd	EDUCATE	4	5	4	4	5	5	5
DSQ R11	EDUCATE	3.33	4.33	4.33	4.33	4.33	4.67	3.67
BKW 1BR.Island	EDUCATE	4.6	4.6	4.40	4.8	4.70	4.8	4.3
BF 5372 Caroline	EDUCATE	4.5	4.33	4.5	4.33	4.67	4.83	4.17
BKW 1BR.Island	EDUCATE	4.64	4.55	4.64	4.82	4.45	4.73	4.18
BF 537.3 Caroline	EDUCATE	4.17	4	4.67	4.5	4.67	4.17	3.17
TPA 309 Albany	EDUCATE	5	5	4.75	5	5	5	4.75
JH Cottage	EDUCATE	4.5	4.50	4.75	4.63	4.88	4.75	4.25

MONITOR & ANALYZE

Filter by tags to *isolate* problematic categories

Use filters to pinpoint issues in specific categories. For example, for low cleanliness scores, filter tags such as "DIRTY_OR_DUSTY," "DIRTY_BATHROOM," and "NOTICEABLE_SMELL."

Review tag

Include all ☒

Filter Review Tag

☐ CONSIDERATE

☐ DAMAGE

☐ DID_NOT_MATCH_PHOTOS

☒ DIRTY_BATHROOM

☒ DIRTY_OR_DUSTY

☐ DISRESPECTFUL

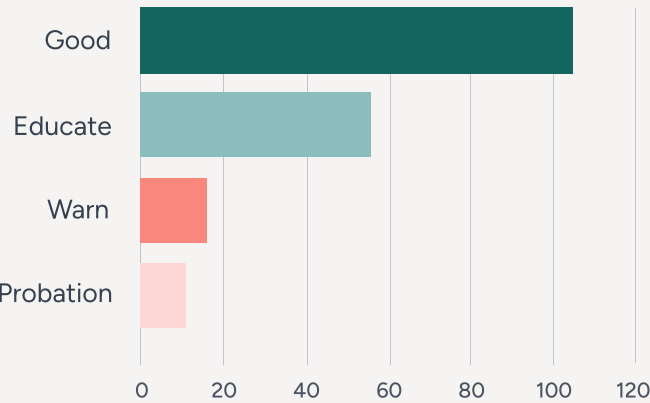
☐ EASY_TO_FIND

DIRTY_BA..

DIRTY_OR..

OK

Listings by Quality Status



Use the Quality Status tracker to isolate listings based on their status (Good, Educate, Warn, or Probation) and take preventive actions to avoid suspensions.

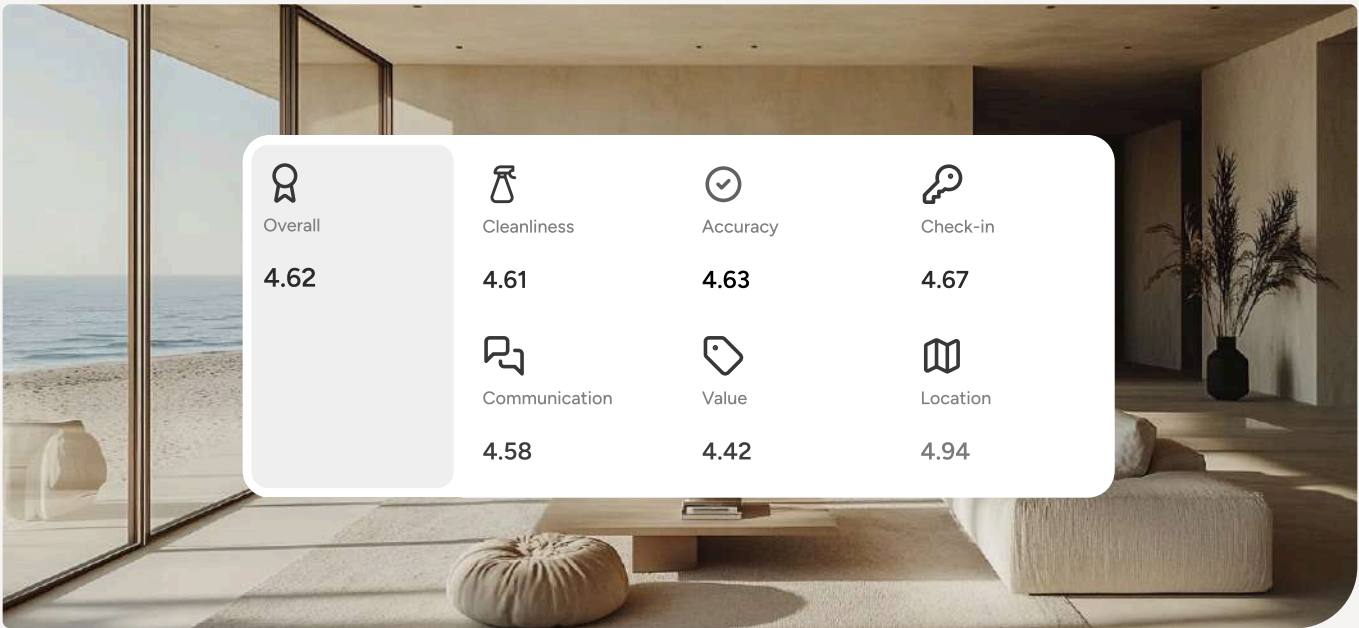
TAKE ACTION

Target key areas for improvement to prevent suspensions and maintain *listing health*



Review category ratings (Cleanliness, Accuracy, Location, Check-In, Communication, Value) and focus on areas with the lowest scores.

Traffic light indicators highlight critical areas for attention.



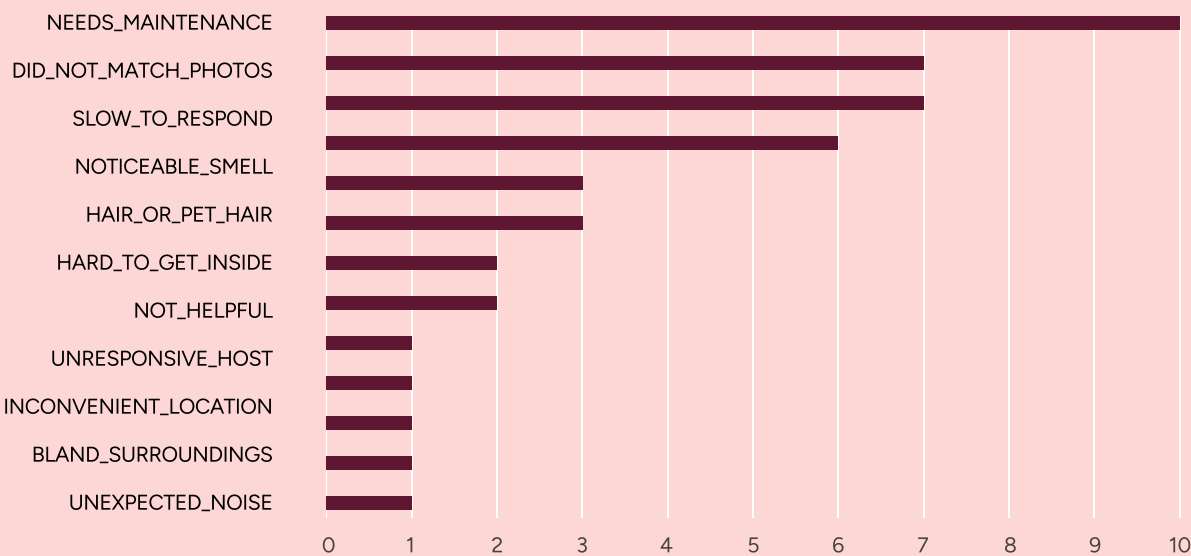
TAKE ACTION

Target key areas for improvement to prevent suspensions and maintain *listing health*



You can filter negative tags within selected subsets to identify the most frequent and impactful issues that arise. This will help you take corrective action to avoid suspension or reactivate your listing.

Distribution of Negative Tags



MAXIMIZE GROWTH AND PROTECT YOUR REPUTATION WITH GUESTY'S AIRBNB QUALITY DASHBOARD

Guesty's **Airbnb Quality Dashboard** turns operational challenges into opportunities by helping you track and improve guest experiences in real time. By addressing issues proactively, you can prevent listing suspensions, enhance your reputation, and boost visibility on Airbnb.

With powerful insights and **AI-driven automation**, you'll collect more 5-star reviews, streamline operations, and drive more bookings — leading to higher efficiency and increased revenue.