How to jumpstart success

A journey to your first five star review

Boost your search ranking through calendar sync

Get to know the block time feature: Pre-qualify guests by blocking off unavailable days.

Sync your calendar: Sync an external calendar to keep your Peerspace availability up-to-date so you’ll always be one step ahead.

Prepare for your first inquiry by staying connected

Enable text message notifications: Receive notifications for new inquiries and booking requests and never miss a beat.

Download the Peerspace iOS app: Reply to inquiries and accept booking requests — all while on-the-go.

Learn directly from your peers in our official community forum

Questions about getting started? Ask a host who’s been there: Read tips from Power Hosts in our online community forum.

Network with local hosts through regular meetups and community events: Connect with Peerspace hosts in your area!
# How to master inquiries

A journey to your first five star review

## Promptly kick off the conversation with a pre-written message template

**Explore the Peerspace Message Library:** Respond quickly and strike the right tone with your guest from the start.

**Host tip:** Save a few templates as shortcuts in your personal inbox for future use when replying on the go.

## Get to know your guest by asking the questions that matter

**21 Questions Every Peerspace Host Should Ask:** A short list of essential questions to ask when you first receive an inquiry.

**Host tip:** Prepare to answer guests’ questions too, like "Can I coordinate a site visit?"

## Offer a custom price to seal the deal

**Upsell or offer a discount to your guest:** The guest will agree to your terms and make payment with the click of a button.

**Host Tip:** When quoting a final price for your guest, remember that Peerspace applies a 5% fee to the guest’s subtotal.
How to accept requests with confidence
A journey to your first five star review

Communicate early and often with pre-written message templates

Explore the Peerspace Message Library: You only have 48 hours to accept or decline the request, so time is of the essence!

Host tip: When you accept the request, follow up with a “thank you” note. This personalized touch will go a long way.

Set and exceed expectations by asking the right questions

21 Questions Every Peerspace Host Should Ask: Re-confirm your non-negotiables with the guest in Peerspace messaging.

Host tip: Avoid cancellations by taking the time now to make sure this booking is the right fit.

Offer a custom price to add services or edit booking details

Make your space the one-stop shop: Let the guest know if you offer AV equipment, security, or other services they might need.

Host Tip: Booking details not quite right? Edit the attendee count, date, time, or price with the custom offer feature.
How to impress guests
A journey to your first five star review

Coordinate finer details as the event date nears

Add "Getting There" instructions: Detail important logistics about the space. We’ll send them to guests when they need them most!

Explore the Peerspace Message Library: Reach out to lend a hand or provide updates in the days leading up to the event.

Anticipate guests’ needs through a day-of welcome kit

Personalize and print an itinerary for your guest: A physical guide on the ins-and-outs of your space will provide peace of mind.

Host tip: Surprise and delight your guest with cold drinks in the fridge or a few take-out menus to your favorite, local restaurant.

Refresh your memory on key booking policies

Be prepared to update your booking: If the size, date, time, or price changes, click “Update Booking” in your inbox to edit details.

Spotless spaces make a difference: Guests will expect to find your space spotless, so be sure to clean in advance.

Learn how to handle overtime and extra charges: Overtime is a frequent inevitability. Take time now to understand how it works.
How to ask for feedback
A journey to your first five star review

Re-engage your guest with a personalized “thank you” note

Explore the Peerspace Message Library: Make a habit of personally following up with guests and inviting them to leave feedback.

Host tip: Complete a review of your guest. A timely review can serve as a natural reminder for the guest to reciprocate.

Uplevel your offering for future guests

Edit your listings: Add new photos, clarify rules, or tailor your listing content based on what was confusing or exciting for the guest.

Host tip: Review guests’ feedback at regular intervals to more easily identify trends and areas for improvement.

Tell us how it went in our official community forum

Ask your peers for feedback: Even if it might not feel like it, trust us - another host has been there! Seek advice and find support here.

Host tip: Put yourself in your guests’ shoes to better understand their pain-points. Try booking a Peerspace for your next event!