SAMPLE REPORT - ILLUSTRATIVE DATA

Sample Cotswold Cottages

1 September - 30 September 2026

GUIDE VISITS	QUESTIONS ASKED	PASSED TO HOST	EXTRAS REQUESTED
98	259	15	9
+14% vs last month	from 72 visitors	6% of questions	£325 booked

This month in brief

Guide visits rose 14% on last month, from 86 to 98, led by Hillside Barn, where visits nearly doubled and guests asked more questions than at any other property. The hot tub and the wood burner made up more than half of those questions, and the guide could not fully answer several of them, so that is the clearest gap to fix. The Old Dairy remains the busiest property, with guests mostly asking about Wi-Fi, heating and where to eat. Fifteen questions were passed to you, two of which are still open, and nine paid extras were booked through the guide, worth £325. The Gatehouse had no guest activity at all this month.

What to do next

1. Add a hot tub page to Hillside Barn: temperature, what cloudy water means and who to call. It was the most asked-about topic and the biggest gap.
2. Reply to the two open escalations at Hillside Barn; both are from guests still staying.
3. Add the bin collection day at Honeysuckle Cottage and the oven error codes at The Old Dairy.
4. Check the QR code at The Gatehouse is in place and visible; nobody opened the guide there this month.
5. Say where spare logs are kept and what the dog policy is at Hillside Barn.

Your properties

Property	Visits	vs last	Questions	To host	Extras
The Old Dairy	38	+23%	96	6	4
Honeysuckle Cottage	27	-21%	61	3	2
Hillside Barn	21	+75%	74	5	3
Wren's Rest	12	+33%	28	1	0
The Gatehouse	0	-	0	0	0

Properties shown in grey had no guest activity this month.

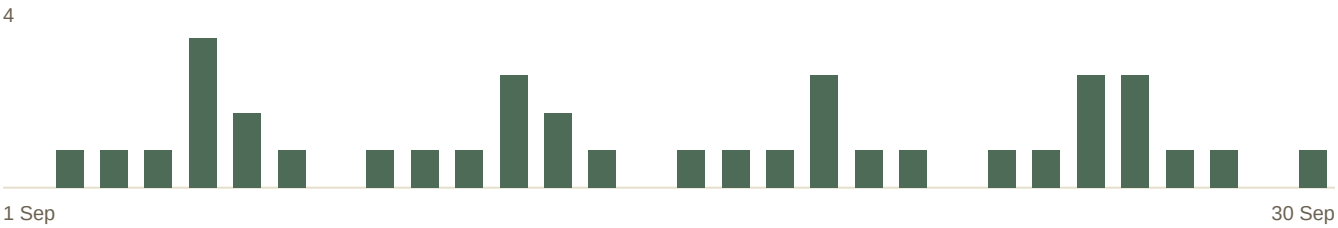
The Old Dairy

1 September - 30 September 2026

GUIDE VISITS	QUESTIONS ASKED	PASSED TO HOST	EXTRAS
38	96	6	4
+23% vs last month	from 29 visitors	1 still open	£165

8 of 9 stays starting this month opened the guide.

Activity through the month



What guests asked about



Questions the guide could not fully answer

> "Is there a high chair we can use for the baby?"
> Guide has nothing on baby equipment. Add what you provide, or say it is not available.

> "Can we have a late check-out on Sunday?"
> Asked about something the host has to arrange.

> "What time does the village shop close?"
> Local opening hours are missing from the area guide.

> "The oven is showing an error code, what does it mean?"
> No troubleshooting steps for the oven.

Suggested additions to your guide

- Add a "Babies and children" section listing the cot, high chair and stair gate, or say clearly what is not provided.
- Add the oven error codes and a simple reset step to the appliances section.
- Add village shop and post office opening hours to the local area page.

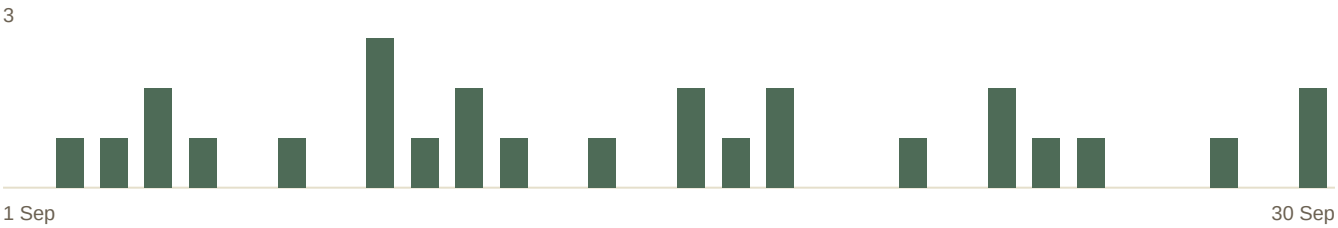
Honeysuckle Cottage

1 September - 30 September 2026

GUIDE VISITS	QUESTIONS ASKED	PASSED TO HOST	EXTRAS
27	61	3	2
-21% vs last month	from 19 visitors	none open	£70

5 of 7 stays starting this month opened the guide.

Activity through the month



What guests asked about



Questions the guide could not fully answer

> "Which day are the bins collected?"
> Collection day is missing from the waste section.

> "Is there a charger for an electric car nearby?"
> No EV charging information in the guide or area guide.

> "Can you recommend a babysitter?"
> Asked for a local recommendation the host has not provided.

Suggested additions to your guide

- Add the bin collection day and where to leave the bins to the waste and recycling section.
- Add the nearest EV charging points to the area guide; guests are starting to ask.

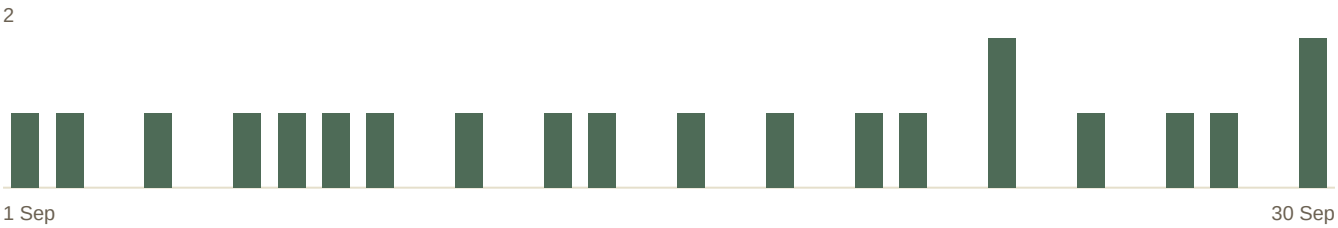
Hillside Barn

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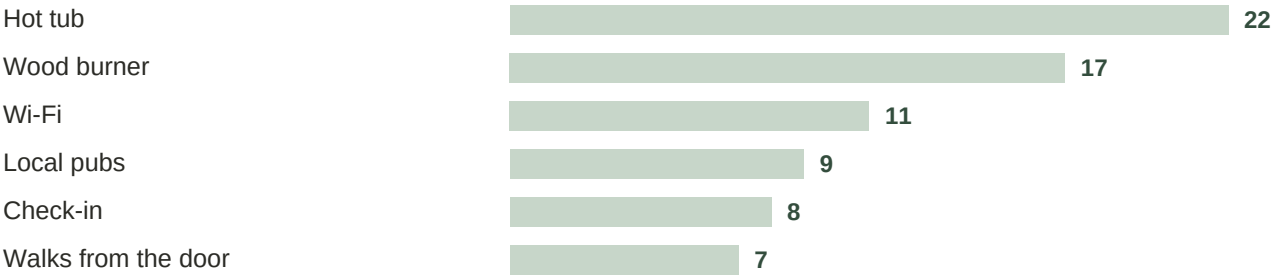
GUIDE VISITS	QUESTIONS ASKED	PASSED TO HOST	EXTRAS
21	74	5	3
+75% vs last month	from 16 visitors	2 still open	£90

6 of 6 stays starting this month opened the guide.

Activity through the month



What guests asked about



Questions the guide could not fully answer

> "The hot tub is cloudy, what should I do?"
> Hot tub water care is not covered. Asked 4 times this month.

> "Where do we get more logs for the wood burner?"
> Guide does not say where extra logs are kept or how to order them.

> "Is the hot tub safe for a toddler?"
> No safety guidance for children in the hot tub.

> "Can we bring a second dog?"
> Dog policy does not say how many dogs are allowed.

Suggested additions to your guide

- Add a hot tub page: how to turn it on, temperature, what cloudy water means and who to call. It was the biggest topic and the biggest gap.
- Say where spare logs are kept and how guests can order more.
- State the dog policy clearly, including the maximum number of dogs.

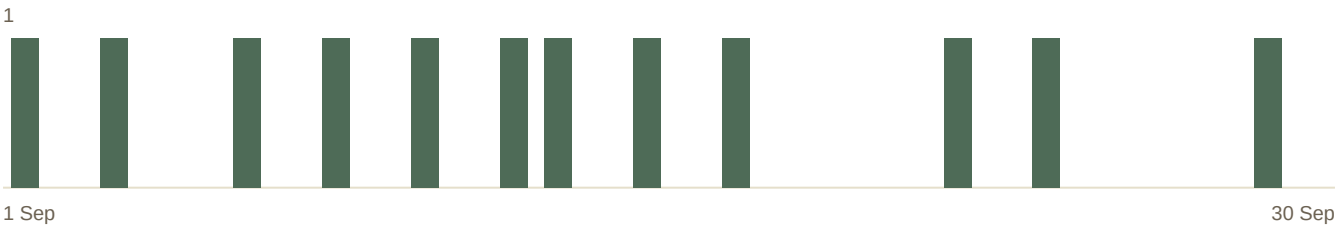
Wren's Rest

1 September - 30 September 2026

GUIDE VISITS	QUESTIONS ASKED	PASSED TO HOST	EXTRAS
12	28	1	0
+33% vs last month	from 8 visitors	none open	

3 of 4 stays starting this month opened the guide.

Activity through the month



What guests asked about



Questions the guide could not fully answer

> "The key safe code is not working"
> Asked about something the host has to sort out directly.

Suggested additions to your guide

- Add a photo of the key safe and what to do if the code does not work.