

Guest's Checklist for Hospitality

1) How did I find out about the church?

- Yellow Pages Website
 A friend Advertisement
 Other _____

If I phoned the church was the answering machine/receptionist friendly and clear? _____

2) Getting to the Church

If I didn't know the town, could I find the church via road signs?
Write down your suggestions _____

When I arrived at the church were there outside signs sufficient to tell me where to park and where to enter? _____

Were there adequate parking spaces? _____ Handicapped? _____

Was I greeted in the parking lot by anyone? _____

Is the exterior of the building attractive and well-maintained? _____

3) Entrance into the church

When I came in the door, was I greeted by stationary greeters or by roving Welcomers who accompanied me? _____

What was my first impression upon entering the building? (This could include: lighting, smell of coffee brewing, friendliness, background music, conversation vs. silence, etc.) _____

Did someone help me with a name tag, show me the classrooms for my children, help me with my coat, etc.

Were there sufficient interior signs so I could find my way around the church building? _____

Church School and Nursery (if applicable)

Were the rooms clean and well-maintained? _____

Were there trained classroom leaders? _____

Were there secure procedures to ensure the safety of children?

Was I given a brochure explaining those procedures? _____

4) The Worship Service

Did someone usher me to a seat or did I find my own way? _____

Was I comfortable where I was seated? Why? _____

Could I follow the worship bulletin or were there words, hymns and practices that made no sense to me? _____

Were the music/hymns helpful to my worship or not? Why?

Was “insider” language used during the service that I didn’t understand? _____

Was the preaching helpful or not? Why? _____

Was the pace of worship helpful or not? _____

Were modern technologies utilized in worship? _____

5) After Worship Experience

How was I greeted after worship? _____

Did anyone speak to me if I waited in line to shake the Pastor’s hand?

Was I invited and escorted to coffee/fellowship time? _____

Did I leave with any helpful information/material? _____

6) Overall

How would I rate my overall experience?

(1=awful; 10=fantastic_

1 _____ 10

What other helpful comments could I share? _____

Name _____

Phone _____

Address _____

Email _____

Thank you for your honest and helpful feedback.