

Welcome & Hospitality Checklist

Building

	We do this well	We don't do this well	We don't do this at all
Do you have up to date signs on major roads or streets near the church to direct people in the correct direction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can the church's name and service times be easily read from the street?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the exterior of your church look well-maintained and attractive? Is the landscaping well maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have designated and convenient parking spaces for guests located near the front doors of your building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there adequate lighting in the parking lot and entrances for evening services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is reserved parking for handicapped close to the building? Are handicapped spots clearly marked?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are parking attendants normally visible throughout your parking areas? Does this need to be added to your plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the sidewalks, entrance, and interior spaces of the church easy to navigate for persons in wheelchairs or with other mobility concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the entrances to the church office, Sanctuary, meeting spaces and the nursery clearly marked?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are signs identifying each room in the church located near each door?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are there clear directional signs to restrooms, nursery, and classrooms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the restrooms clean and stocked with soap, towels (or hand dryers) and tissue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have adequate lighting in the hallways, classrooms, and the sanctuary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are your public spaces uncluttered? Have old bulletins and out-of-date church brochures been discarded?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have an adequate number of waste baskets? Are they overflowing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are rooms clean? Have the rooms been properly maintained? Are seldom used items stored out of sight?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication	We do this well	We don't do this well	We don't do this at all
Do you have an up-to-date church website that provides the church location, times of services, activities and a way to contact the church?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can visitors to your website get directions to the church in one click or see a map?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you attempt to raise public awareness about the life and activities of your congregation through advertising, specific member invitations, special events?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the receptionist and/or voice mail message on the church phone friendly and informative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is church signage, or other publicly visible information correct and kept current (not stale)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Worship	We do this well	We don't do this well	We don't do this at all
Is hospitality emphasized in lessons and sermons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are members encouraged to invite people to church activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have designated "greeters" besides ushers who are trained to welcome and help guests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have attractive and understandable visuals/information (screen or bulletin) that help guests participate in your worship?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the ministerial staff have opportunities to greet guests before the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you welcome guests early in the service without singling them out?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide direction and an invitation to explain communion so that guests know they are welcome and how to participate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is your worship bright, vibrant, and well-paced?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is your music, whatever style, done well and will guests be able to participate in congregational singing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the sound in the room well balanced?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the sermons generally have life application points that are relevant to people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the sermon and announcements avoid technical terms or language only familiar to regular attenders?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the service start on time? Does the service begin and end well, i.e., on a strong inspirational note?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do regular attenders encouraged to introduce themselves to people they do not recognize?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Hospitality

	We do this well	We don't do this well	We don't do this at all
Does your church have a common space that allows people to gather for a few moments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do your members engage guests and invite them to other social activities after the service, taking the initiative to introduce them to regular members?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a workable procedure for getting the names and addresses of first-time guests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there a system for following up with first-time guests? Do you provide first time guest with something to remember your church? Do you have a welcome packet or gift for first time guests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your follow up system include responding to guests within 48 hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a Welcome Center or information table with current newsletters, attractive brochures and other information about your church? Is the Welcome Center located in a visible location?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the bulletin boards current?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are extra copies of curriculum and Bibles in the classrooms? Are teachers prepared and trained to welcome guests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a name tag system that is current and utilized in small classes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are there classes, groups or special events held regularly for newcomers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a system in place to follow up with newcomers when they return after their initial visit? Do you have a system to shepherd newcomers until they decide to become regularly active in the church?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you regularly interview people who have recently visited your church and ask them for feedback, including those who came only once as well as those who have continued to come?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you ask how people found out about the congregation and what their initial experiences were like?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>