

# Hospitality Audit\*

## Facility

- Is your church easy to find? Do you need new signs on major roads near your church?
- Is your church's name easy to read from the road?
- Is it easy to tell which entrance to use for the church office? For the worship center? For Sunday school and evening programs?
- Does the exterior, landscaping and overall appearance of your church look well maintained and attractive?
- Are there a few parking spots close to the building which are reserved for the disabled? For guests?
- Are the sidewalks, the entrance, and the interior spaces of the church easy to navigate for persons in wheelchairs or with other mobility concerns?
- Are their directional signs to the restrooms? Are they clean? Well stocked?
- Are all rooms in the church clearly marked? Are there clear directional signs to classrooms?
- Are there any rooms which need to be cleaned? Painted? Flooring replaced?
- Do you have adequate lighting in hallways, classrooms, and the worship center?
- Are the rooms for infants and toddlers both attractive and clean, well-marked and easy to access? Do you have older bedding and toys which should be replaced?
- Is there unnecessary clutter in your entry ways, hallways and rooms which sends the message that only insiders need to know what these things are for?

## Resources and Worship Practices

- Is the worship bulletin or other media prepared with the needs of the visitor in mind? Are there instructions in your bulletin and worship service that would be clear to guests?
- Do the announcements and/or joys and concerns time contain "insider" references which would make a guest feel excluded?
- Are large print bulletins available? Is hearing amplification available?
- Is the seating easily wheelchair accessible?
- Are there current, attractive handouts or brochures to give information about your church which would be helpful to guests? Are they easy to spot?
- Have you thought through a way to identify visitors to your church that is inviting and non-threatening or shame producing?
- Do you have a name tag system that is current and that is utilized and staffed?
- Are there stacks of old bulletins, old magazines, or out-of-date church brochures which should be discarded?
- Are the bulletin boards current? Are they user friendly? If there are photos are the names and the reason for providing the photo provided? Or would only an insider understand the reason for the bulletin board and the information on it? (Guests are in fact more likely than regular members to read the bulletin boards!)

**Paid or Volunteer Staffing**

- \_\_\_ Are all Sunday morning staff, teachers, worship participants and volunteers prepared and trained to welcome guests?
- \_\_\_ Do you have greeters positioned at the entrances to the church? Are greeters and ushers prepared to welcome guests? Do you offer training in hospitality for greeters and ushers? Have you though through whether their roles are productive or counter productive to a climate and culture of hospitality?

**Climate/Culture**

- \_\_\_ Does the pastor or pastors and other staff model hospitality toward the stranger on Sunday morning, or do they spend all of their time with insiders and insider issues?
- \_\_\_ Is biblical hospitality preached and taught?
- \_\_\_ Has there been any training in cross-cultural awareness? Cultural sensitivity? Anti-racism?
- \_\_\_ Are all members of the congregation prepared to welcome guests? Have you provided training in hospitality to them?
- \_\_\_ Do you have members who go out of their way before and after worship and during the fellowship time to greet guests and introduce them to others?
- \_\_\_ Are refreshments available at a fellowship time and/or during Sunday school classes? And to you insure that it will be easy for the visitor to figure out how to participate without having to ask questions or for directions?
- \_\_\_ Are members of your church prepared to extend brunch or dinner invitations to your guests?
- \_\_\_ Do you have a system in place to respond to guests within 48 hours of their attendance by leaving a small gift at their homes? Freshly baked cookies or bread, a devotional booklet, flowers, or a mug with your church's name are all possibilities.
- \_\_\_ Have you interviewed people who have recently visited your church and asked them for feedback on their experience? Have you talked both to people who have continued to come and to some who only came once?

**Other:**

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\* This document has been revised and expanded from: [www.newlifeministries-nlm.org/hospitality\\_audit.htm](http://www.newlifeministries-nlm.org/hospitality_audit.htm)