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- ___ Are there stacks of old bulletins, old magazines, or out-of-date church brochures which should be discarded?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 thought 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)