

Hospitality Checklist

Read through each question and indicate your response by circling Y for yes, N for no and U for uncertain.

1. Do you have a “locator” ad in the Yellow Pages that shows the physical location by cross streets of your church? Y N U
2. Do you advertise special events aimed at non-church members, their concerns and issues? Y N U
3. Do the special activities of your congregation get regularly reported in your local newspaper? Y N U
4. Do you attempt to raise public awareness about the life and activities of your congregation through advertising? Y N U
5. Do you have a website? Y N U
6. Do you update the front page of your website at least once a week? Y N U
7. Are the following easy to find on your website? (They should not require more than 2 mouse clicks). List of clergy and staff with contact information? Y N U Directions? Y N U Service times including when a nursery is available? Y N U
8. Do you have an informational sign outside the church (on the street)? Y N U Does it contain church name, service times, web address? (All that’s needed!) Y N U
9. Do you have signs throughout your facility and grounds that lead people to the office, church, nursery? Y N U
10. Do you signs use Episcopal “jargon” (Sanctuary, Narthex...) or more widely used words (Church, Library, Meeting space...)? Y N U
11. Are your present members encouraged to invite friends, co-workers and extended family members to attend special events organized for them? Y N U
12. Do you have designated, prime parking spaces for visitors located near the front doors of your building? Y N U
13. Are all entryways, buildings and walkways clearly marked? Y N U
14. Is the location of the nursery clearly marked? Y N U
15. Is the nursery located near the worship space? Y N U
16. Are children left in the nursery registered and their safety assured? Y N U
17. Do you have an information table with current newsletters and other information on congregational life located in the main entryway? Y N U

18. Do you have designated “Greeters” besides ushers that are trained to help visitors? Y N U
19. Do the greeters stay on the job through coffee hour? Y N U
20. Do you have a simple, understandable and seeker friendly bulletin that helps visitors participate in your worship? Y N U
21. Do the clergy have opportunities to greet visitors before they enter and are seated? Y N U
22. Are clergy monopolized by members after the service or do they have time to visit with newcomers? Y N U
23. Do you regularly announce the page numbers and location of music and other worship enhancements? Y N U
24. Do you welcome visitors early in the service? Y N U
25. Do you welcome visitors without singling them out, making them stand or creating awkwardness for them? Y N U
26. Do your members engage visitors and invite them to coffee or to other social activities after the service taking the initiative to introduce them to regular members? Y N U
27. Do you invite “all baptized persons” to receive communion? Y N U
28. Is your worship bright, vibrant and well paced? Y N U
29. Is your music, whatever style, done well and will visitors be able to participate in congregational singing? Y N U
30. If you use musical settings for portions of the service, is the music readily available to visitors? Y N U
31. Do you avoid unique, quaint, or idiosyncratic actions in your liturgy that make sense only to long time members? Y N U
32. Do all readers speak clearly and move along at a pace that can be understood given the acoustics of your building? Y N U
33. Does the sermon have “take home” applications relevant to the lives of seekers? Y N U
34. Does the sermon avoid technical terms, or Episcopal jargon? Y N U
35. Do you provide an outline or a place to take notes during the sermon? Y N U
36. Does the service start on time? Y N U
37. Does the service end well, i.e. on a strong inspirational note? Y N U

38. During the peace, do regular members introduce themselves to people they do not recognize?
Y N U

39. Do you have a workable procedure for getting the names and addresses of first time visitors?
Y N U

You will want to review your individual N and U items to see how to improve your hospitality ministry. If you have 15 or more N or U answers, you have a definite hospitality problem and will want to improve your hospitality ministry.

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