

Hospitality Checklist

Exterior Observations

- ___ Is your church's name easy to read from the road?
- ___ Do you need new signs on major roads near your church?
- ___ Is it easy to tell which entrance to use for the church office?
- ___ Is it easy to tell which entrance to use for the worship center or sanctuary?
- ___ Is it easy to tell which entrance to use for Sabbath school and evening programs?
- ___ Do you need new signs to mark these entrances?
- ___ Are your exterior signs clear, easy to read, lit at night, and very visible from the parking lot?
- ___ Do your exterior signs look professionally done or cheaply improvised?
- ___ Any peeling paint, broken structures, missing bricks, burnt light bulbs on your signs?
- ___ Does the exterior and overall appearance of your church look well maintained and attractive?
- ___ Does your roof look like its missing shingles or appear damaged?
- ___ Is there visible peeling paint on window sills or siding, or steeple?
- ___ Does the landscaping need attention?
- ___ Are there a few parking spots close to the building which are reserved for the disabled?
- ___ Are there a few parking spots close to the building which are reserved for guests?
- ___ Are the sidewalks and the entrance of the church easy to navigate for persons in wheelchairs or with other mobility concerns?
- ___ Is your worship schedule on your website and voice mail greeting?
- ___ Does your voice mail message sound professional?

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Foyer / Lobby

- ___ Are there stacks of old bulletins, old magazines, or out-of-date church brochures which should be discarded?
- ___ Are there current, attractive handouts or brochures to give information about your church which would be helpful to guests?
- ___ Are the bulletin boards current? Guests are in fact more likely than regular members to read the bulletin boards!
- ___ Do your bulletin boards reflect the current work and diversity of your congregation?
- ___ Does the coat closet, usher closet need to be cleaned and put back to right use?
- ___ Is there a “junk room” visible from here? What can you do to fix that?
- ___ Are your window sills clean and free from dust?
- ___ Are your windows clean?
- ___ Are snow removal tools, patio cleaning brooms put away?
- ___ What do you provide for guests who have wet umbrellas?
- ___ Is your welcome center prepared, equipped, staffed, and presenting well?
- ___ What do your current wall decorations and symbols say about your congregation?

Restrooms

- ___ Can visitors find the restrooms from the lobby without having to ask for directions?
- ___ Do you have signage that clearly marks the location of restrooms?
- ___ Are the restrooms all clean?
- ___ Are the restrooms without rust or mildew stains in the bowls of the toilet / sinks?
- ___ Do you have lotions, tissues, extra toilet paper, and air fresheners available in the stalls?

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- ___ Have you removed motion sensor lights that might trap a guest or member in the darkness while using a stall?
- ___ Take the sniff test.

Other rooms in your church building

- ___ Do you have adequate lighting in hallways, classrooms, and the worship center / sanctuary, and bathrooms?
- ___ Are all rooms in the church clearly marked?
- ___ Are there clear directional signs to classrooms?
- ___ Are there any rooms which need to be cleaned?
- ___ Are there any rooms which need to be painted?
- ___ Are there any rooms which look too institutional?
- ___ Do you have old lino or tile that should be replaced with carpet or other new flooring? If yes, consult with appropriate specialists.
- ___ Are the rooms for infants and toddlers safe, attractive and clean?
- ___ In such rooms, do you have older bedding and toys which should be replaced?
- ___ Are extra copies of curriculum and Bibles in the classrooms?
- ___ Are classroom teachers prepared and trained to welcome guests?
- ___ Are refreshments available during Sabbath school classes?
- ___ Are the interior spaces of the church easy to navigate for persons in wheelchairs or with other mobility concerns?

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Greeters and Ushers

- ___ Is the greeter/usher supply area clean and organized?
- ___ Do you have mints for your ushers and greeters?
- ___ 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? If not, schedule one.
- ___ Do your hearing amplification or translation devices have fresh batteries or supplies on hand?
- ___ Do your greeters and ushers smile?
- ___ Do your greeters and ushers give a genuine welcome and make eye contact?
- ___ Does the demographic makeup of your greeters and ushers reflect the demographic of your congregation?
- ___ Do your ushers save some of the back rows / seats for late coming visitors?

Sanctuary

Look at your sanctuary through the eyes of the first time visitor. Look at the space, the ceiling, the seats or pews, the carpet. Smell the empty sanctuary.

Dream as to what a beautiful sanctuary would look like. Capture the ideas as they come to your team. Save the evaluation of those ideas for later. I give you a few starter questions.

- ___ Is there dust on the window sills that needs to be removed?
- ___ Are there any burnt out light bulbs that need to be replaced?
- ___ Are there any cracked or peeling paint surfaces?
- ___ Is the heating / cooling working right?

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- ___ Do ceiling fans or wall mounted fans have clean blades?
- ___ Do you have mints available for persons who experience coughing or a dry throat during the service?

Bulletins / Communications

- ___ Are the instructions in your bulletin and worship service clear to guests?
- ___ Have you proofread your bulletins?
- ___ Does the bulletin have any "included" items referred to in the announcements?
- ___ Is there a "welcome" brochure or last month's newsletter available for visitors to pick up?
- ___ Are large print bulletins prepared and easily available, if needed?
- ___ Is hearing amplification or translation devices available, if needed?
- ___ Does the time for announcements and/or joys and concerns contain "insider" references which would make a guest feel excluded?
- ___ If you use video announcements, do you show a photo of the contact person (e.g., see John)?
- ___ If you choose to use a name tag system, is it current and utilized, and presents well?
- ___ Can people find Bible references easily in the Pew Bible (page numbers in the bulletin) or follow the reading via slide projection?
- ___ Are announcements clear that visitors are invited to participate in events and small groups?

The Worship Experience

- ___ Are sermons related to life, or academic exercises?
- ___ Is the sound level for singing, music, speech at appropriate levels?

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- Are musicians in tune?
- Do vocalists / choir look like they are happy to be there?
- Can visitors follow the service?
- Are ushers prepared to help people who feel the need to leave during the service (e.g., crying baby).

Post Service Fellowship Time

- Do you have members who go out of their way during the fellowship time to greet guests and introduce them to others?
- Do your greeters look for visitors in the reception time or while people are leaving the sanctuary after the service?
- Do visitors know they are invited to your reception/lunch?
- Are refreshments available at a fellowship time after the service?
- Are they fresh?
- Are members of your church prepared to extend brunch or dinner invitations to your guests?
- Are there people trained to pray with visitors who express a spiritual need?
- Do you have signs regarding peanut allergies if peanut products are served?
- Do you offer healthy options like fresh fruit?
- Do you have sugar free alternatives for diabetics?

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Your Church Culture

- ___ Are all members of the congregation prepared to welcome guests?
- ___ Have you provided training in hospitality?
- ___ When is the next sermon that will recast a vision for hospitality?
- ___ When is the next event that will give you the opportunity to cast a vision for hospitality?
- ___ Do you have members who will invite guests to sit with them?
- ___ Do your members have a love for their church?
- ___ Do your members help visitors follow along the parts of the service?

Next Steps

After you complete your audit, you'll want to work with your team to:

- organize a day where you can fix what you've identified
- plan a training meeting for your greeters and ushers
- cast a fresh vision at a training meeting

Don't let your work go to waste. Set a date on the calendar to fix some of what you have identified to move forward. For more information, please contact the North New Zealand Conference.