Hospitality 101 Worksheet

For each category, rate your church 1-5
1 = Strongly agree (We’re all over it and could even help others!)
2 = Agree (We’ve done this, but could do it better.)
3 = Neutral (We could do this, but haven’t yet tried.)
4 = Disagree (We need a lot of help here.)
5 = Strongly disagree (It’s not even on our radar; where would we even begin?)

Our Church Has …

______ a clear mission, style and purpose
______ clear, attractive signage leading to and in front of the church
______ an outdoor, clearly marked entrance to the sanctuary
______ an outdoor, clearly marked entrance to the church hall
______ an outdoor, clearly marked entrance to the church offices
______ an attractive and well-tended web site
______ an active e-mail list that is regularly updated
______ attractive paper communications, including fliers, postcards, business cards
______ print, radio and/or television advertising

Our Greeters/Newcomer Ministers …

______ are a thoroughly trained team
______ are stationed at each available door
______ maintain a visible station with welcome booklets/packs, videos and DVDs, etc.
______ escort people to bathrooms and post-worship activities
______ have a process for gathering newcomer info (visitors’ card, clipboard/book, pew sheet, iPad)

Our Hospitality Team …

______ provides food for a memorable gathering after worship
______ sees itself as true “hosts” who watch to welcome newcomers and others on the margins

Our Members …

______ talk to people in their lives and invite them to church
______ see themselves as greeters and pay attention to newcomers
______ wear nametags and assist newcomers with getting settled
______ will scoot into the pew as soon as they sit down, to make room for late and newcomers
______ respect that the priest/minister should pay attention to newcomers after worship