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Hospitality Checklist

Circle Y for yes, N for no, and U for uncertain.

Do you have a "locator" ad in the Yellow Pages that shows the physical location by cross streets of your church? **Y - N - U**

Do you advertise special events aimed at non-church members and their concerns and issues? **Y - N - U**

Do the special activities of your congregation get regularly reported in your local newspaper? **Y - N - U**

Do you attempt to raise public awareness about the life and activities of your congregation through advertising? **Y - N - U**

Are your present members encouraged to invite friends, coworkers, and extended family members to attend special events organized for them? **Y - N - U**

Do you have designated, prime parking spaces for visitors located near the front doors of your building? **Y - N - U**

Are all entryways, buildings, and walkways clearly marked? **Y - N - U**

Is the location of the nursery clearly marked? **Y - N - U**

Is the nursery located near the worship space? **Y - N - U**

Do older, capable, and warm persons staff the nursery? **Y - N - U**

Are children left in the nursery registered, and is their safety assured? **Y - N - U**

Do you have an information table with current newsletters and other information on congregational life located in the main entryway? **Y - N - U**

Do you have designated "greeters" besides ushers who are trained to help visitors? **Y - N - U**

Do you have a simple, understandable and seeker-friendly bulletin that helps visitors participate in your worship? **Y - N - U**

Do the clergy have opportunities to greet visitors before they enter and are seated? **Y - N - U**

Do you regularly announce the page numbers and location of music and other worship enhancements? **Y - N - U**

- Do you welcome visitors early in the service? **Y - N - U**
- Do you welcome visitors without singling them out, making them stand, or creating awkwardness for them? **Y - N - U**
- 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**
- Do you invite "all baptized persons" to receive communion? **Y - N - U**
- Is your worship bright, vibrant, and well paced? **Y - N - U**
- Is your music, whatever style, done well and will visitors be able to participate in congregational singing? **Y - N - U**
- If you use musical settings for portions of the service, is the music readily available to visitors? **Y - N - U**
- Do you avoid unique, quaint, or idiosyncratic actions in your liturgy that make sense only to long-time members? **Y - N - U**
- Do all readers speak clearly and move along at a pace that can be understood given the acoustics of your building? **Y - N - U**
- Does the sermon have "take home" applications relevant to the lives of seekers? **Y - N - U**
- Does the sermon avoid technical terms, or denominationally specific jargon? **Y - N - U**
- Do you provide an outline or a place to take notes during the sermon? **Y - N - U**
- Does the service start on time? **Y - N - U**
- Does the service end well, i.e., on a strong inspirational note? **Y - N - U**
- During the peace, do regular members introduce themselves to people they do not recognize? **Y - N - U**
- 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.

Adapted from "Hospitality Checklist," copyright Congregational Development Office, Diocese of Texas (Episcopal Church, U.S.A.)