

# Seeing With the Eyes of a Visitor

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Congregation Visited: \_\_\_\_\_

*One of the ways to evaluate your church's ministry of hospitality, is by "seeing with the eyes of a visitor" – that is, imagining what it would be like to be visiting the church for the first time. This sheet lists a number of questions to record your impressions; it may be used in one's own congregation or when visiting others.*

*Please consider the following questions and give your honest observations about what you see and experience about the church. Give a rating of 1 to 10 for each category in the space provided (1= poor, 5 = average, 10 = excellent). Add a brief comment for each of the categories.*

## 1) Property & Grounds

**Rate: 1-10**

- Were the grounds and the exterior of the church neat and attractive? \_\_\_\_\_
- Was the exterior sign visible and readable from the road? \_\_\_\_\_
- Were the worship times on the sign accurate and understandable? \_\_\_\_\_
- Was the interior of the church clean and neat? \_\_\_\_\_
- Would you be able to find the rest-rooms without asking? \_\_\_\_\_
- Would you be able to find the nursery without asking? \_\_\_\_\_
- What impression did you get of the church's 'personality' by its looks? \_\_\_\_\_
- *Additional comments about the property and grounds of this church:*  
\_\_\_\_\_  
\_\_\_\_\_

## 2) Worship

**Rate: 1-10**

- Did you have to already be familiar with the worship service to participate? \_\_\_\_\_
- How many papers/books did you need to hold in your hands at one time? \_\_\_\_\_
- Were verbal clues given (page numbers, etc.) to follow the service? \_\_\_\_\_
- Was there provision for those with impaired hearing, vision, or special needs? \_\_\_\_\_
- Did it seem like children were expected and welcome in worship? \_\_\_\_\_
- *Additional comments about worship at this church:*  
\_\_\_\_\_  
\_\_\_\_\_

## 3) Hospitality

**Rate: 1-10**

- Did you feel greeted or acknowledged as you enter the building? \_\_\_\_\_
- Did anyone introduce themselves or others to you by name? \_\_\_\_\_
- Was there any accessible person or place to go to ask questions? \_\_\_\_\_
- Did anyone speak to you *during* or *after* the service? \_\_\_\_\_
- Were you invited to take part in anything besides the worship service? \_\_\_\_\_
- *Additional comments about hospitality at this church:*  
\_\_\_\_\_  
\_\_\_\_\_