

Evaluating Facilities Through the Eyes of a Guest

The following evaluation tool was adapted from [A Hospitality Audit for Your Church](http://www.evangelismcoach.org/2013/church-hospitality-audit-3-0-2014-released/) by Chris Walker and is used with permission. The complete audit can be found at <http://www.evangelismcoach.org/2013/church-hospitality-audit-3-0-2014-released/>.

As you evaluate your facilities, put yourself in the place of a first time guest who has never attended your church. Use the following checklist to discover areas that need attention. Ask people of different ages to evaluate through their eyes.

Record your observations and any needed actions. Provide the information to the necessary persons, and schedule a time to complete needed actions.

Exterior Signage	OK?	NEEDED ACTIONS
Is your church's name easy to read from the road at normal traffic speeds?		
Do you have directional 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 Sunday school and evening programs?		
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?		
Are all your sign light bulbs or spotlights working?		
If you have dusk/dawn sensors, do the working to light your signs at night?		
Do your signs appear well maintained in their cosmetics? Check for peeling paint, broken structures, missing bricks, etc.		
Do your signs read correctly for grammar, directional arrows, visitor friendly wording? A cheap or illegible sign may have an adverse impact.		

Exterior Conditions	OK?	NEEDED ACTIONS
Does the exterior and overall appearance of your church look well maintained and attractive?		
Does your roof appear to be in good condition? Check for missing shingles or other damage.		
Are your exterior painted surfaces in excellent condition? Check for no visible peeling paint on window sills, door frames, or siding, etc.		
Does the landscaping appear to be in excellent condition and well maintained? Check the pruning of bushes, plants, and trees.		
Lobby/Foyer/Entrance	OK?	NEEDED ACTIONS
Have stacks of old bulletins, old magazines, or out-of-date church brochures been removed and recycled?		
Are there current, attractive handouts or brochures to give information about your church which would be helpful to guests?		
Are the bulletin boards current and reflect current ministry? Guests are in fact more likely than regular members to read the bulletin boards!		
Do you bulletin boards reflect the current work and diversity of your congregation?		
Is the coat closet, usher closet in an orderly condition?		
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	OK?	NEEDED ACTIONS
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?		
Have you removed motion sensor lights that might trap a guest or member in the darkness while using a stall?		
Take the sniff test. Do you restrooms smell clean?		
Do all light bulbs work?		
Do all toilets flush?		
Do all sinks drain?		
Do all stall doors latch shut and lock correctly?		
Do your stall doors have hooks on the back?		
Check toilets, faucets, and all hose connections for leaks, drips, and running water.		
Would this restroom make your mother proud?		

Other rooms in your building	OK?	NEEDED ACTIONS
Do you have adequate lighting in hallways, classrooms, and the worship center / sanctuary, and other bathrooms?		
Are all rooms in the church clearly marked?		
Are there clear directional signs to classrooms?		
Are all accessible rooms cleaned?		
Is the décor appropriate, welcoming, and the paint in good repair? Would you desire to spend time in these rooms other than for church?		
Is the flooring appropriate for the space and in good repair?.		
Are the rooms for infants and toddlers safe, attractive and clean?		
Are infant bedding safe, clean, and appropriate?		
Are extra copies of curriculum and Bibles in the classrooms?		
Are toddler toys safe, appropriate, and in good repair??		
Are classroom teachers prepared and trained to welcome guests?		
Are refreshments available during Sunday school classes?		
Are the interior spaces of the church easy to navigate for persons in wheelchairs or with other mobility concerns?		

Sanctuary	OK?	NEEDED ACTIONS
Would a first time visitor consider your sanctuary inviting? Look at the space, the ceiling, the seats or pews, the carpet and the smell		
How does your space compare with your dream of a beautiful sanctuary? Capture the ideas as they come to your team..		
Are the window panes, sills dusted and clean?		
Are your light fixtures dusted and clean?		
Are all your light bulbs working?		
Are your painted surfaces in good condition? Check for any cracked or peeling paint surfaces.		
Are your entryways well lit and inviting?		
Is the heating / cooling working right?		
Do ceiling fans or wall mounted fans have clean blades?		
Are your walls in good repair? Check for peeling paint, holes, damages that may have been inflicted.		
Is the flooring in good repair? Check for trip hazards, tears, etc.		
Is handicap seating available and clearly marked?		

Next Steps

After you complete your audit, you 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 additional resources on evangelism and hospitality, see the website www.EvangelismCoach.org.