Mystery Worshipper Guidelines

1. Setting up visits.
   It can be good to twin with another church or work with a group of churches to provide mystery worshippers for each other.

2. Before the visit:
   a. Check that you are going to a ‘normal’ service. It can give a false impression if you go to a ‘special’.
   b. Make sure you know where the church is so you can arrive in plenty of time.
   c. Look at the web site to see what you can find out in advance of the visit.

3. Guidelines for the visitor:
   a. Look through the questions first to make sure you know what you are looking for.
   b. Arrive a bit before the service starts but not too early (5-10 minutes is about right).
   c. Try to remain unknown. If people ask, say you are just visiting the area. If they persist, say that you know the Vicar – that normally shuts them up!
   d. Don’t have the form and a clipboard out marking it off or people will know you are not ‘normal’.
   e. Try to make sure you look at things like toilets.
   f. Loiter at the back (notice boards or bookstall) as these are good places to find out if people will come to you.
   g. Stick around at the end to give people a chance to make your acquaintance.
   h. Fill in the form as soon as you get to the car unless you have a brilliant memory.
   i. Aim to be honest but not destructive.
   j. If a question was impossible to answer, please put N/A (not applicable) in the comment column with a comment if appropriate and leave the rest blank.
   k. It can be helpful to have an affirming comment in the summary paragraph as we are seeking to encourage the churches.

   b. Christian Research (http://www.retail-maxim.co.uk/churchcheck/).