

Church _____ Date _____ Service _____

EXTERIOR AND ENTRANCE

	Brilliant 3 points	Good 2 points	OK 1 point	No/Poor 0 points	Comments
1. Was the church easy to find? (clearly signed etc.)					
2. Was there a good, clear, safe route to the church from the pavement and car park?					
3. Was there good quality car parking sufficient for all who need it?					
4. Were the grounds and/or graveyard well kept and attractive, or poorly-maintained and 'spooky'?					
5. Was it obvious where the entrance to the church was? Was the signage clear?					
6. Was the entrance door easy to use at service times? Could you see through it? Did it look welcoming?					
7. Was the church exterior attractive and well-maintained? Would the church look open or closed to passers-by?					
8. Was there provision for those with accessibility issues e.g. those in wheelchairs or those with pushchairs?					
9. Was the notice board visible, up to date, informative, attractive and clean? Was the language easily understood by non-churchgoers?					
10. Overall, how would you describe the experience of walking into the church for the first time?					
TOTAL POINTS					
Overall Comments:					

INITIAL WELCOME

Did welcomers/sidespeople...	Brilliant 3 points	Good 2 points	OK 1 point	No/Poor 0 points	Comments
1. Welcome people outside or in the porch area?					
2. Open the door for people as they arrived?					
3. Give you a warm welcome?					
4. Appear smiling and confident?					
5. Have good identification/were they easily found?					
6. Give a reasonably small bundle of papers/booklets to each person?					
7. Represent the range of ages and types of people that were present at that service?					
8. Did anyone explain the service to you?					
9. Did anyone else speak to you apart from the sidespersons/welcomers?					
10. Was there any problem finding a seat or any issue regarding where you sat?					
TOTAL POINTS					
Overall Comments:					

WORSHIP SPACE

	Brilliant 3 points	Good 2 points	OK 1 point	Poor/No 0 points	Comments
1. Church Lighting. Was it sufficient to allow you to read? Did it enhance the building?					
2. Church Heating. Was it set at the correct level for the time of year? Would a person in average dress for the season be comfortable?					
3. Church Seating. Was it comfortable? Would it suit those suffering from back pain?					
4. Church Toilets Were they well-signed, well-maintained and accessible?					
5. Sound System Was it clear? Was the volume at the correct level?					
6. Books, leaflets and notice sheets or projector and screen. Were they clearly laid-out and easy to read? Was it clear what to read/use and when?					
7. People with special needs Were provisions made e.g. large print leaflets, hearing loop? If so, were the provisions well-advertised?					
8. Children Did the church appear child-friendly?					
9. Architecture, artifacts and symbols. Did they draw your focus to God?					
10. General ambience Was the church a spiritual space?					
TOTAL POINTS					
Overall Comments:					

AFTER THE SERVICE

	Brilliant 3 points	Good 2 points	OK 1 point	Poor/No 0 points	Comments
1. Refreshments Were you invited to refreshments after church? Could you find them easily?					
2. Kitchen Was it clean and well-equipped? Did it look fit for purpose?					
3. Refreshment system Was there a long queue? Was there easy access for all?					
4. Food and drink Was the food and drink provided of a good standard? Was it presented attractively? Did it appear 'cheap'?					
5. Children Were they offered suitable refreshments? Were there facilities for them to play after the service?					
6 Health and Safety Did the church appear to be aware of healthy and safety issues? Did you notice any omissions or uncontrolled hazards?					
7. Conversation Were you left alone or did people speak to you? Did <i>too many</i> people approach you?					
8. Appropriateness Were people sensitive to how you might be feeling as a newcomer/visitor?					
9. Friendship Did anyone find out your name or anything about you? Did anyone introduce you to others in the congregation?					
10. Departure Did anyone speak to you as you left?					
TOTAL POINTS					
Overall Comments:					