

Hospitality: A Parish Self-Evaluation

In the first column, please rate your current assessment of the quality of welcome, invitation, belonging, or hospitality that exists in each of the areas listed below. Use the scale below:

1 = Needs help

2 = Adequate

3 = Excellent

Return to this survey in six months and again in twelve months to re-evaluate hospitality in your parish.

HOSPITALITY	NOW	IN SIX MONTHS	IN TWELVE MONTHS
<i>Date of review</i>	_____	_____	_____
In General			
Hospitality Team	_____	_____	_____
Planning	_____	_____	_____
Raising Awareness	_____	_____	_____
Training	_____	_____	_____
Evaluation	_____	_____	_____
A parish priority	_____	_____	_____
Training for parishioners	_____	_____	_____
Training for volunteer lay ministers	_____	_____	_____
Attitude of staff	_____	_____	_____
Before Mass			
Church building	_____	_____	_____
Curb appeal	_____	_____	_____
Parking lot	_____	_____	_____
Vestibule	_____	_____	_____
Greeters	_____	_____	_____
Ushers	_____	_____	_____
Pre-Mass welcome	_____	_____	_____
Seating (smile, make room, welcome others in the pew)	_____	_____	_____
Guest Book	_____	_____	_____
During Mass			
Sound system	_____	_____	_____
Temperature	_____	_____	_____
Special seating for the elderly	_____	_____	_____
Handicapped Access	_____	_____	_____
Special aides (e.g. for hearing impaired)	_____	_____	_____

Singing (participation)	_____	_____	_____
Presider(expresses welcome)	_____	_____	_____
Lectors (proclamation)	_____	_____	_____
Homily (inclusive and relevant)	_____	_____	_____
Sign of Peace (participation)	_____	_____	_____

After Mass

Clergy at exit(s)	_____	_____	_____
Lay ministers at exits	_____	_____	_____
Social (participation)	_____	_____	_____
Staff members present	_____	_____	_____
Guests meeting other parishioners	_____	_____	_____
Follow-up to guests and visitors in place	_____	_____	_____
“Welcome to Our Parish” materials available	_____	_____	_____
Bulletin messages	_____	_____	_____

Outside of Mass

Receptionists	_____	_____	_____
Reception area	_____	_____	_____
Secretaries	_____	_____	_____
Phone system	_____	_____	_____
“Open door” policy	_____	_____	_____
Meetings	_____	_____	_____
Socials	_____	_____	_____
Directions, signage	_____	_____	_____
New members	_____	_____	_____
Newsletter	_____	_____	_____

Community Relations

Friendly reputation	_____	_____	_____
Neighborhood teams	_____	_____	_____
Small Christian Communities	_____	_____	_____
Public relations	_____	_____	_____
Press coverage	_____	_____	_____
Diocese	_____	_____	_____
Neighboring parishes	_____	_____	_____
Civic groups	_____	_____	_____
Ecumenical/Interfaith	_____	_____	_____
Youth	_____	_____	_____
Recognition of professionals, community leaders, etc.	_____	_____	_____