

Mystery Worship Audit

INSTRUCTIONS: Please complete this audit as you visit a new church. Or have "mystery shoppers" visit your church and do the audit for you.

Your age _____ Your gender _____ Church Name _____

Preacher _____

Please rate your experience of each item:

3 = excellent, 2 = adequate, 1 = needs improvement, N/A = not applicable

Welcome and Hospitality

- » _____ Was it easy to find a parking spot and entrance door – was the signage adequate?
- » _____ Was the church handicapped accessible?
- » _____ Were you greeted at door by an usher or greeter who helped you find the nursery, restrooms or sanctuary?
- » _____ Did a member of the congregation engage you in a conversation seeking to get to know you and your needs?
- » _____ Was the church clean and inviting?
- » _____ Did the worship schedule offer options and variety?

» Comments on Welcome and Hospitality:

Worship

- » _____ Could you follow the worship service, if you were non-religious or visiting?
- » _____ Did the service flow from one element to the next?
- » _____ Did you feel engaged and included in the worship experience?
- » _____ Were the use of bulletins and multimedia effective, including size of print
- » _____ Was the theme of the service apparent in music, hymns, prayers, children's story, etc.?
- » _____ Was the sermon well delivered and easy to understand?
- » _____ Could you apply the sermon to your everyday life?
- » _____ Were you offered a challenge or time of decision-making as a follow up to sermon?
- » _____ Was there laity participation in the service?
- » _____ Was there a good balance between celebration and reflection?
- » _____ Was the worship environment positive and conducive to worship?
- » _____ Did anything make you feel excluded, unwelcome, stupid or second class?



» _____ If it was a communion Sunday, did you feel like you were invited to the table and was the process explained?

» _____ Was the music program well prepared and of good quality?

» Comments on Worship:

Children's Ministries

» _____ If you have a child who needed nursery or bathroom, did someone offer to help you find them?

» _____ Was it easy to determine what was available for your child – either nursery or children's ministry?

» _____ Did you use the nursery?

» _____ Was that a good experience?

» _____ Did you feel safe sending your children to children's ministry or nursery?

» Comments on Children's Ministries:

Post Worship Time

» _____ Were you greeted by the pastor or other members at the end of worship?

» _____ Was there a special fellowship time with refreshments?

» _____ Were you invited to fellowship time by other members and did folks engage you in conversation?

» _____ Did you leave knowing that there were opportunities for you to serve, either in ministry or mission?

» _____ Was there a visitor card or another method of communication to allow for visitor follow-up?

» _____ Did someone send you a welcome letter, or phone you after you visited the church?

» _____ Is the bulletin written for attracting new worshippers, not using insider language which a visitor would not understand?

» _____ Would you come back to this church? Why or why not? _____

» Comments on Post Worship Time:
