

Congregational Survey

A survey to be completed by leadership and congregation members to evaluate the quality of hospitality within your church. After reading the statement to the left, rate your response from 1-4 with 4 representing strong agreement and 1 representing disagreement.

	From Fellowship to Hospitality	1	2	3	4
1.	Visitors are engaged in conversation by a participant in worship seeking to learn about them and their needs.				
2.	Most members have a close friend or group of friends who are regular participants in the worship and discipleship activities of this congregation.				
3.	This congregation attracts people from a variety of cultural groups and provides a place where all feel welcome.				
4.	This congregation is actively involved in the life of the immediately surrounding community, making a difference and friends in the process.				
5.	Following worship, the church provides an easily visible space with refreshments and encourages participants to invite someone new to join them for fellowship.				
6.	The people in this congregation put relationships above whatever issues might be divisive.				
7.	Worship leadership provides training and actively encourages participants to engage those who may be new or unknown.				
8.	When someone misses worship for more than two consecutive weekends, there is someone who makes contact.				

9.	Following the first visit to our worship, the person/family receives a brief visit and a welcome gift from a lay person.				
10.	When someone has been in worship three or more weeks, they are invited into a relationship with a sponsor/guide to help them get connected in a meaningful way.				
11.	Following the second visit, a newcomer is invited to participate in a 'get to know you' interview with the pastor.				
12.	By not asking people to introduce themselves, our congregation avoids putting people on the spot during the worship welcome time.				
13.	Our facilities are clean and free of clutter for weekly worship experiences.				
14.	We offer some form of information meeting at the conclusion of worship for those who would like to know more about the ministry of the congregation.				
15.	Our congregation offers a first class nursery during worship with trained staff, bright and clean facilities, sanitized toys, and a parent notification system.				
16.	Our church website is attractive, full of stories, up-to-date, and provides easy access to pertinent information about worship (including directions).				
17.	This church offers a variety of attractational events and programs to introduce people in the community to our ministries.				
18.	We encourage our leaders and members to actively engage in networking with friends, neighbors, relatives, and associates to build relationships and introduce them to Jesus.				
19.	We actively support the invitational process by providing attractive, professional quality invitations to special events, sermon series, and seasonal emphases.				
20.	Our congregation is actively engaged in the life of the community, building				

	relationships and sharing the love of Christ.				
21.	We have a system for engaging worship participants, particularly newcomers, in small groups or other discipleship partnering relationships.				
22.	We train our members and regular attenders in the basics of conflict management.				
23.	There is a system in place for providing pastoral care for our members that includes lay participation and leadership.				
24.	Our communication tools (bulletins, flyers, newsletters, postcards etc.) are of professional quality and avoid insider language.				
25.	We encourage and celebrate the development of relationships beyond the congregation, making this a priority over attending church activities.				

Add up the total number of points assigned for each survey. Average the total number of surveys taken. The average is the percentile given by your survey participants (100 points are possible). Using a standard academic scale:

- 90+ = A
- 80-89 = B
- 70-79 = C
- 60-69 = D

What grade does your hospitality receive? What did the survey reveal? What is your strongest area? What do you hope for in hospitality?