



guest experience evaluation

CHURCH

Before Church	NO	YES
Web presence visible/clear? (e.g. google maps location, website address, contact, service hours)		
Clear street signs directing traffic to church		
Clear signage in front of church visible to vehicle/foot traffic from a distance		
Clear signage directing guests to suitable parking		
Clear signage directing people to church entry + SS classes		
At Church		
Two or more door greeters before/after SS and Church Services		
Greeters welcome and engage guests in conversation (where from, purpose for visit, etc)		
Greeters explain next activity and anticipated duration + subsequent activity		
Greeters offer and explain helpful aids (e.g. Bible, Hymnal, SS Lesson, Bulletin) to guests		
Greeters direct guests to location of next activity and suitable seating		
Greeters explain directions for accessing amenities		
In Church		
Members sit next to guests during SS/Church Service and engage in conversation during breaks		
Each aspect of SS/Church Service (and how to participate) explained by presenters from front		
SS/Church Services presented using simple language avoiding church/SDA jargon		
Guests directed to suitable SS class specifically run for visitors/non-members		
After Church		
Guests invited home for lunch by members		
If church lunch available, guests accompanied throughout lunch by members		
Guest contact details requested along with invitation to subsequent activities in coming week		
Guests are followed up with email, call, letter + gift following first visit		
Guests regularly invited to future church activities/events		
(Aim for 18+) TOTAL		