

Parish Hospitality Survey and Debriefing

Conducting the Survey:

Gather your parish staff, ministry group(s), or small faith-sharing group(s). Give each person 3-5 copies of the "Hospitality Survey." Invite each person to go to church at three or more different places on Sundays over the next month. One can be a Sunday Mass at your parish. (Depending on your geographical area, you might also visit other Christian denomination's Sunday services.) After visiting a parish, fill out a survey about what you experienced and total the score. Remember that you only give 10 points for each positive response.

Debriefing with the "Hospitality Surveys" a month later:

1. Form groups of three or four people to discuss your "Hospitality Surveys."
2. Introduce yourselves around the group.
3. First time, go around the group and share:
 - "What were your feelings and reactions in doing this survey?"
4. Second time, go around the group again and share:
 - "What was your most hospitable parish and why?"
5. Then the group decides:
 - "Which parish scored highest in your group and why?"
 - "Which one scored lowest and why?"
6. Third time, go around the group and share:
 - "How have you felt when you have been a stranger visiting at another church?"
 - "Why is it so important for a parish to be hospitable in as many ways as possible?"
7. **(Optional)** If you are gathering a number of ministries or groups to debrief people's experiences of hospitality at different churches, end by gathering as a large group:
 - You might list the scores, names, and locations of the seven or eight highest scoring churches on a black/white board or newsprint.
 - Then give out "dollar-store" award ribbons to the individuals who reported about the five top scoring churches.
 - Ask volunteers from the large group to share: "Why is it so important for a parish to be hospitable in as many ways as possible?"
 - Closing question: "What one or two things might our parish do at Sunday Masses in order to become more welcoming?"

Parish Hospitality Survey

Please visit three or more different churches over the next few weeks on Sunday. **Fill out a separate survey for each one visited.** After each visit allocate ten points for each positive response to the following statements:

- ___ 1. I was welcomed at the door to the church or in the gathering space of the church.
- ___ 2. I was welcomed through word or eye contact by the person next to me as I entered the pew.
- ___ 3. The priest or lector welcomed newcomers during their introductory comments.
- ___ 4. Newcomers were recognized and identified during the course of the Mass.
- ___ 5. Newcomers were personally greeted by other parishioners during the course of the mass.
- ___ 6. At the Sign of Peace, I felt sincerely welcomed or greeted by the people near me.
- ___ 7. After Mass, there was an opportunity for me to meet other people -- coffee and donuts or whatever.
- ___ 8. During this social time, I was welcomed and greeted by at least one parishioner.
- ___ 9. During this social time, I was included in at least one interesting conversation.
- ___ 10. During this social time, I was introduced to at least one other parishioner.
- ___ 11. I was invited to come back.
- ___ 12. I was invited to come to parish activities other than Mass.
- ___ 13. I was introduced to the pastor, an associate pastor, or another staff person.
- ___ 14. I felt truly welcomed and would look forward to attending this church again.

Total score: _____

Comments:

Your Name _____

Name of Parish visited _____

Town of Parish _____

Date of Visit _____

(Adapted from Susan W. Blum, *The Ministry of Evangelization*, p. 70-71. Used by permission.)