

Mystery Guest Audit

Instructions:

Look for mystery guests who would represent at least two different age groups and cultural backgrounds. For the most value, have one of your friends from another church find the mystery guests and make all the arrangements. That way, no one in your church knows who they are.

How to Benefit Most from Mystery Guests.

1. Explain to your mystery guests that the people of the church want to be more welcoming and hospitable to strangers, but they first need to know in what ways they must change.
2. Give each mystery guest a copy of one of the audit sheets on the next pages, and provide a self-addressed stamped envelope for them to return the audits.
3. Instruct them to fill out the audit at home, not during the church service.
4. Ask the mystery guests to visit the church sometime within the next month just as if they were regular visitors.
5. Consider giving a gift certificate in appreciation for mystery guests' time. At a minimum, send thank-you notes and, of course, invite them back to the church to check up on the progress the welcoming ministry is making.

Mystery Guest Audit (continued)

What to do with the results of the Mystery Guest Audit?

1. In addition to receiving the written response of your Mystery Guest, ask this person to be present at your welcoming ministry team meeting to provide clarification.
2. Begin to build a short list of things you can do immediately to respond to the findings of the Mystery Guest Audit.
3. Set goals and priorities, as well as make assignments or solicit volunteers, to address the longer-term findings of the Audit.
4. Where possible, enlist the support of the entire congregation as a part of the radical hospitality and welcoming lifestyle you want to develop among all the members of your congregation.

Audit forms you can duplicate and distribute are provided on the next pages.

Mystery Guest Audit

Use this form to help another church identify its welcoming and hospitality strengths and limitations. Where possible and appropriate, give an example or explanation of your response.

Yes **No**

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Was it easy to find the church and convenient to park? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was it clear where to go once you got there? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did you find the grounds in good repair? |
| <input type="checkbox"/> | <input type="checkbox"/> | Were you greeted when you went in? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did the tone of the greeting make you feel welcome? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did you find the bulletin board displays timely and interesting? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the worship space pleasing to your eye? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was there music playing as you entered? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was your seat comfortable? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was there enough light? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the temperature comfortable? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did you feel welcome to participate in all aspects of the worship service? |
| <input type="checkbox"/> | <input type="checkbox"/> | Were a hymnal and a Bible available? |

Mystery Guest Audit (continued)

Yes No

- Was it easy to follow the order of worship?
- Was the sermon meaningful to you?
- Were the restrooms clean and odor free?
- Were you greeted after the service?
- Did you request contact from someone with the church?
- Did you receive any communications from the church the following week?

1. How would you describe the "mood" of the worship space?
2. Was the sound level too soft, just right or too loud?
3. Did you find the members friendly, disinterested or unfriendly?
4. If you visited the nursery, what was your impression?
5. What was your overall impression of the church?
6. Would you return? Why or why not?