

# SECRET CHURCH SHOPPER SURVEY

Names of Participants:

Thank you for being a part of this survey. Your feedback about how you experienced Christ Church is extremely valuable to us and we thank you for your time and willingness to take this survey. Please be as detailed as your time allows and please know that no comment or feeling you've had is trivial. It's the little things that can really matter!

At Christ Church, we strive to make every interaction we have with others an example of Christ's love. We hold up the values of grace, excellence, and hospitality in all that we do. Your input helps us identify areas of improvement we might not have seen ourselves.

Thank you again--

The Staff at Christ Church

Questions:	Answers:
1. Where did you find information about our service times? Were there questions you had that were not answered in your way-finding regarding our services?	
2. What service (date/time) did you attend?	
3. Did someone greet you at the door?	YES NO
4. What was your impression or what did you feel upon entering the worship space?	
5. If applicable, did you take your children to the nursery or children's ministry?	YES NO

6. If yes to the above, was the check-in process easy or difficult?	EASY	DIFFICULT	FURTHER DETAIL:
7. If applicable, were the nursery or children's ministry volunteers friendly and welcoming?	YES	NO	
8. Were restrooms easy to locate?	YES	NO	N/A
9. Was there a Welcome Card in the pew with a pen to fill out your information?	YES	NO	
10. What are your feelings on filling out a church visitor / welcome card?			
11. What did you like most about the service?			
12. If you could change something about your experience, what would it be?			
13. Did someone invite you to coffee hour, next week's service, or an event?	YES	NO	
14. Did you stay after worship and talk with people? If you had any interactions with others, please share your experience.			
15. Any last words of appreciation, suggestion, or reflection?			

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Survey Item	Scale				
	A g r e e	Neutral			D i s a g r e e
16. Parking was easy to find.	5	4	3	2	1
17. I felt welcomed.	5	4	3	2	1
18. The bulletin was easy to follow.	5	4	3	2	1
19. I was comfortable.	5	4	3	2	1
20. Other people I met were happy to be there.	5	4	3	2	1
21. The style of worship was familiar.	5	4	3	2	1
22. The sermon was inspiring/thought-provoking.	5	4	3	2	1
23. The service was well-organized.	5	4	3	2	1
24. Members seemed to have a deep connection to each other.	5	4	3	2	1
25. This worship experience drew you to wanting to find out more about the church community.	5	4	3	2	1
26. This worship experience helped draw you closer to God.	5	4	3	2	1
27. I/We were confused about when to sit or stand.	5	4	3	2	1
28. Instructions about the Offering or Communion/Eucharist were clear.	5	4	3	2	1
29. I/We were confused about when to speak or not speak (Call & Response).	5	4	3	2	1
30. As a visitor, it was clear what the next steps were to becoming engaged with the church community.	5	4	3	2	1
31. The bulletin announcements highlighting upcoming events and opportunities were easy to read.	5	4	3	2	1
32. If offered, I would attend a 15 minute tour of the church after the service.	5	4	3	2	1

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<b>Nursery/Children's Ministry Feedback</b>	<b>Scale</b>				
	<b>A g r e e</b>	<b>Neutral</b>			<b>D i s a g r e e</b>
1. The Nursery/Children's classroom was clean.	5	4	3	2	1
2. The Nursery/Children's classroom was well-staffed.	5	4	3	2	1
3. I felt comfortable leaving my child(ren) with the staff or volunteers.	5	4	3	2	1
4. My child(ren) learned something valuable during their time there.	5	4	3	2	1
5. My child(ren) had a great time in the Nursery/Children's Ministry.	5	4	3	2	1
6. I felt comfortable asking questions.	5	4	3	2	1

**THANK YOU FOR YOUR FEEDBACK!**