



Hospitality Check-list

BEFORE TOGETHER SUNDAY

Phase 1: Planning: Weeks 1-2

☐ Discern & Build a Hospitality Team

Possible Roles:

Internal and External Environment Audit Team: These people will review the external and internal audit checklist (below) and make improvement recommendations to the pastor and staff

Phone Callers: These people will plan a calling campaign to create a list and reach out to those parishioners who have not attended Mass in some time

Communications Liaison: This person will be responsible for working with the parish Communications personnel to ensure that all communications are delivered according to the timeline – e.g. bulletin blurbs, verbal announcements, letters, postcards, e-mails, and social media

Together Sunday Welcoming: These people will be responsible for the Together

☐ Assess Current Experience

☐ External Campus Environment Audit

☐ Your church campus should be clean and in good repair

— Has there been any deferred maintenance that is a cosmetic distraction?

— Your landscaping should be well-tended

Does not need to be over-the-top, but at least trimmed and cleaned up

☐ You should have clear signage regarding where to park, which building is which, and the location of all church entrances

— Church signs, including the marquee, should be simple and clear regarding Mass times and should avoid jokes or “inside language”

“Welcome home!” or “Come on in!”

— Consider having “guest parking” next to the main entrance

☐ **Internal Campus Environment Audit**

- ☐ Is there a clearly designated space for parents to bring young children, whether a cry room or other designated space?
 - Does this space have children's books or manipulatives for children with cognitive disabilities?
 - Is this space stocked with tissues, paper towels, and hand sanitizer?
 - ☐ Is it easy to find the restrooms?
 - Are the restrooms clean, stocked with toilet paper, and soap? Do you have air freshener?
 - Is there a space in both the men's and women's restrooms with a changing station, stocked with extra diapers and wipes?
 - ☐ Are the pews well stocked with Worship Aids, Welcome Pamphlets, and the Prayer for Vocations?
 - ☐ Is your bulletin board updated with current materials? Is there a location for new parishioners to obtain information and register?
 - ☐ Test the sound system and make sure the light bulbs are not burned out.
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Phase 2: Outreach Campaign: Weeks 3–4

- ☐ Launch Drop Mail Postcard Campaign
 - ☐ Launch Letter Writing Campaign
 - ☐ Start Social Media Campaign
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Phase 3: Hospitality Training: Weeks 5–6

- ☐ Train Phone Callers and launch Phone call campaign
 - ☐ Train Hospitality Team
 - ☐ Train Ushers
 - ☐ Prepare parishioners to be extra hospitable on Together Sunday
 - Leave close/premium parking spots open for guests
 - Smile and greet new people or those in and around you.
 - Move to the center of the pew
 - Think about “parking lot manners” before and after Mass
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Phase 4: Together Sunday: Week 7

- ☐ **Hospitality Team**
- ☐ Greeters
 - every entrance (even that random door in the back)
 - Greeters should open the door and welcome folks with a smile, but don't be overbearing or insist on long conversations

☐ Ushers

- Should direct people to their seats and let them know the location of bathrooms and, for parents with young children, the cry room
- Encourage parishioners to move to the middle of the pews
- Ushers should also help direct the line(s) for Holy Communion
- Count Participants

☐ Welcome Table Volunteers

- Take contact information
- Have a Welcome packet available: Include “next step” flyers (Welcome Breakfast for New Parishioners, Alpha, Parish Picnic), parish swag, a card to fill out prayer intentions
- Take prayer intentions or have volunteers trained for on the spot prayer ministry

☐ **Worship Experience**

☐ Worship Aid

- Include the responses of the people (“and with your spirit”, etc.), sung responses, hymns, and anything else people need to participate as fully as possible; do not assume people will be familiar with anything
- Include instructions for receiving Holy Communion, including who should receive, who should not receive, and the logistics of the Communion procession. Consider using this official language from the US Bishops:
- Include instructions for the Sign of Peace

☐ Liturgy Planning

- Ensure ministers are well-rehearsed
- If you do not use incense regularly, consider using it (at least for one of the Masses ... perhaps later in the weekend so the earlier Masses will be friendly to those with respiratory issues)
- Make sure choirs and cantors are well-prepared; consider having the children’s or handbell choirs minister this weekend
- Choose music that is widely known and will be familiar to even those who come to Mass only occasionally
- Include orchestral musicians to add something “extra” to the musical accompaniment
- In the announcements after Holy Communion, add another verbal “welcome” to everyone and invite them to introduce themselves after Mass

☐ Further connection

- Have a reception / coffee hour after Mass for those that want to attend, with parishioners prepped and ready to sit with new folks for conversation
- Provide a clear opportunity for folks to leave if they do not want to stay after Mass, including Greeters being at each door to thank them for coming

Phase 5: Ongoing Engagement: Weeks 7-12 and beyond

- ☐ Ongoing practices
 - Create a plan to replicate outreach and hospitality practices for Christmas and Easter
 - Continue having Greeters at every Mass
 - Continue have a volunteer-staffed welcome table after each Mass
- ☐ Parish-Wide Culture Shift
 - Include hospitality reminders in bulletins and homilies.
 - Regularly affirm the idea: “Everyone is responsible for making others feel welcome.”
- ☐ Gather Feedback & Improve
 - Count participants every week
 - Collect anonymous feedback from visitors.
 - Debrief monthly with hospitality team.
 - Adjust based on what’s working or not.