



# Hospitality Check-list

## Before Together Sunday

### External Campus Environment

- Your church campus should be clean and in good repair
  - Has there been any deferred maintenance that is a cosmetic distraction?
  - Are the bathrooms clean and stocked? Have all the cobwebs been cleaned out?
- Your landscaping should be tended
  - Does not need to be over-the-top, but at least, trimmed and cleaned up
- You should have clear signage on where to park, which building is which, and where the entrances to the church are
  - Church sign should be simple and clear regarding Mass times, avoid jokes or “inside language”
    - “Welcome home!” or “Come on in!”
  - Consider having “guest parking” next to the main entrance

### Internal Campus Environment

(Will put in Verbal Announcements & Bulletins) Prepare your parishioners for Together Sunday

- New or returning folks will sit in their seat! This is okay!
- Mass will look and feel (and maybe smell) a little different
- Ask them to park in the most distant parking spots

## On Together Sunday

### Have a hospitality team ready to welcome folks

- Greeters at every entrance (even that random door in the back)
  - Greeters should welcome folks, open the door, but don't be over-bearing or insist on long conversations
- Ushers should direct people to their seats and let them know where bathrooms are and cry room for parents with young children
  - Ushers should also help direct the Communion line

- Parishioners should sit in the middle of pews!
- Consider counting heads (ala October Count) to measure whether your efforts to invite others was successful.

## **Worship aid should be designed for someone brand new to Mass**

- 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; don’t assume people will be familiar with anything.
- Include instructions for receiving Holy Communion, including who should receive, who shouldn’t receive, and the logistics of the Communion procession. Consider using this [official language from the US Bishops](#):
  - “As Catholics, we fully participate in the celebration of the Eucharist when we receive Holy Communion. We are encouraged to receive Communion devoutly and frequently. In order to be properly disposed to receive Communion, participants should not be conscious of grave sin and normally should have fasted for one hour.”
- Include instructions for the Sign of Peace

## **Make Mass for this solemnity festive:**

- Ensure ministers are well-rehearsed.
- If you don’t 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 know 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 Communion, add another verbal “welcome” to everyone.

## **Provide an opportunity to connect with parishioners after Mass**

- [Will create a bulletin announcement for this] Bulletin should include “next steps” for folks, including clear and concise contact information for all staff and upcoming Masses, take out the fluff
- Have a reception / coffee hour after Mass for those that want to attend, with parishioners ready to sit with new folks for conversation
- Provide a clear opportunity to folks to leave if they do not want to stay after Mass, including Greeters being at each door to thank them for coming