## Assessing Hospitality Practices in Parishes

(Archdiocese of Saint Paul and Minneapolis)

#### Staff Questions

**Rating: Staff**

Rating Scale: Always, Frequently, Occasionally, Rarely, Never

Rating Questions:

* How often are priests and staff **currently** performing, providing, and/or exhibiting this behavior?
* How often **should** priests and staff be performing, providing, and/or exhibiting this behavior?

1. Provide opportunities for people to interact socially.
2. Have social gatherings which are meaningful and effective for parishioners—both new and established.
3. Smile and greet others warmly.
4. Greet newcomers and visitors with warmth.
5. Call people by name.
6. Make time to visit with parishioners and seek to know new faces.
7. Intentionally develop relationships between new and established parishioners.
8. Welcome and show sensitivity to people of all cultures.
9. Invite parishioners from other cultures to positions of leadership.
10. Invited parishioners from different classes (rich/poor, professional/nonprofessional) to positions of leadership.
11. Learn about the culture of parishioners from other countries.
12. Mingle with parishioners who are not like themselves in terms of culture, education, etc.
13. Talk to others and represent a Catholic viewpoint with warmth, respect, and integrity even when there is disagreement.
14. Schedule events at times that are conductive to young families, working people, and the elderly.
15. Following established procedures for receiving individuals who cannot speak English of have difficulty communicating.
16. Provide options for parents attending Mass and events (e.g., childcare, Sunday school, family rooms, etc.)
17. Understand key differences in cultural groups such as understandings of time, levels of formality and etiquette, etc.
18. Invite the physically, cognitively, and emotionally disabled into the life of the parish.
19. Make facilities and grounds handicap accessible—inside and outside of the parish.
20. Receive callers with a warm greeting, transfer calls appropriately, have an efficient and effective voice mail greeting, and return phone calls and emails within 24 hours.
21. Implement a plan to build hospitality.
22. Train parish leaders and staff on the important and how to’s of parish hospitality.
23. Measure or assess the progress of hospitality.
24. Consistently, persistently, and effectively communicate parish events in a welcoming/positive way.
25. Form and implement engaging plans for connecting the homebound to the life of the parish.
26. Have timely and effective ministries, following up and reaching out for parishioner pastoral needs (sick calls, meals for families who have a member in the hospital or a new baby, new parishioner welcome, etc.)
27. Establish follow-up communication procedures to engage new parishioners, families new to sacramental programs, bereaved, and others who may be a pivot points in their faith journey.
28. Establish and implement RCIA member welcome strategies
29. Make the process for all Sacramental preparations welcoming, positive, and pastoral
30. Include both catechesis and an enthusiasm for the family and the newly baptized in Baptismal preparations
31. Liturgies and homilies are engaging, unifying, prayerful, and accessible to Catholics in general
32. Liturgical aids are provided and are useful to an outsider in understanding the liturgy
33. Meaningful descriptions are provided in communications for liturgical and devotional practices that may not be known to all Catholics or outsiders (e.g. Stations of the Cross, Adoration, Rosary, Lectio Divina, etc.)
34. Catechesis and formation is available for both children and adults who may not be familiar with the Mass or liturgies
35. Greet everyone upon entering and leaving Mass

#### Parishioner Questions

1. Greet newcomers and visitors with warmth.
2. Call people by name.
3. Make time to visit with parishioners and seek to know new faces.
4. Intentionally develop relationships between new and establish parishioners.
5. Smile and great one another warmly.
6. Seek to sit by people they don’t know or know little or have them sit by them.
7. Model sensitivity and welcome to people of all cultures.
8. Learn about the culture of parishioners from other countries.
9. Invite the physically, cognitively, and emotionally disabled into the life of the parish.
10. Understand key differences in cultural groups such as understandings of time, levels of formality and etiquette, etc.
11. Talk to others and represent a Catholic viewpoint with warmth, respect, and integrity even when there is disagreement.
12. Mingle with parishioners who are not like themselves in terms of culture, education, etc.
13. Interact effectively across class divides—rich/poor, professional/nonprofessional.
14. Interact effectively across generational divides—old/young.
15. Invite those less-connected with the church into parish events in a welcoming/positive way.
16. Bring fellow parishioners to events who do not have access to transportation.
17. Visit parishioners who are homebound.
18. Volunteer consistently for reaching out for parishioner pastoral needs (sick calls, meals for families who have a member in the hospital or a new baby, new parishioner welcome, etc.)
19. Mentor families that are new to the parish.
20. Invite people to sit by them at Mass when already seated (not territorial about seating).
21. Greet one another warmly at the sign of peace.
22. Actively engage in the liturgy in both prayer and song.
23. Attend Mass at your parish consistently enough to identify and welcome newcomers, form community, and be present in each others’ lives.

#### Facilities Questions

Rating Scale: Always, Frequently, Occasionally, Rarely, Never

Rating Questions:

* How often is this **currently** seen in your church facilities?
* How often **should** this been seen in your church facilities?

1. Welcoming, inviting, and engaging, with artwork and decoration appropriate to the liturgical year.
2. Make facilities and grounds handicap accessible--inside and outside of the parish.
3. At the appropriate temperature—warm in winter and cool in the summer.
4. Providing adequate parking facilities—shoveled, paved, convenient, and enough space.
5. Displaying adequate signage for events, so newcomers readily know where to go and see notices for upcoming events.
6. Clean, adequate, and well-maintained restroom facilities (handicapped accessible, changing stations in both men’s and women’s room, etc.).
7. Adequate seating and waiting areas to provide space for mingling and social interaction.