

Template 5

Service Review

The purpose of this audit is entirely positive: to offer suggestions for improvement. It has no point if the auditor is not absolutely frank, but the frankness must be objective and constructive. Observations should be as specific and detailed as possible, so that it is clear what steps can be taken towards improvement

Church and Parish

Date

Type and time of service

Celebrant

Preacher

Auditor

1. What does the church look like from outside? What impression does it make? Notice boards? Church grounds?
2. What kind of welcome did you get on entering?
3. What did you feel about the look of the inside of the church?
4. How user--friendly are the service sheets or books?
5. How was the atmosphere of the church before the service?
6. What facilities are available for children?
7. Did the service start on time?
8. Was the place physically comfortable — too cold/hot/light/dark?
9. Was the start of the service effective (hymn, opening words, welcome)?
10. Were the readings read audibly and well?
11. The sermon. Too long/short? Too intellectual/childish? Too boring! flippant or jokey? Delivery too fast/slow/loud/quiet? Did it sound sincere? What impression did you get of the preacher? Did you learn anything from it? Was it well or badly constructed, hard or easy to follow? Did it relate to the readings and theme of the day? Were you inspired or challenged by it? How much of it do you remember?
12. Were the intercessions effective? Were you able to pray along with them? Did they relate to the theme of the readings and sermon?
13. Where were the notices given? Were they handled well?

14. Did the Sunday School stay in Church, or leave and return? Was there a Sunday School 'slot'? How well was this handled?
15. Did children/infants remain in the church? If there was noise, did it affect the service, and how was it handled?
16. Was there a choir? Did they sing well? Did they sing any pieces on their own? Apart from the music, what impression did they give of participation in worship?
17. Were the hymns well-chosen and sung? Were there too many/too few?
18. Was there an organist, or were there other musicians? How good were they?
19. If there were other sung parts of the service (versicles and responses, collect, Gospel, eucharistic preface), were they well done?
20. Comment on the effectiveness of the president's general demeanour and verbal communication. How does the president come across when praying and speaking during the service? Natural/affected? Reverent/over-pious/over-chummy/irreverent? Calm/nervous? Too introvert/extravert? Does he/she have any distracting mannerisms?
21. Comment on the ritual/liturgical actions of the president. Prayerful? Natural? Appropriate?
22. What impression did the other ministers and servers make? Did they do their job well? Did they seem to be part of the worship?
23. If there was a baptism at the service, how well was it handled? Was it effectively integrated into the service? Were the parents, godparents and visitors made welcome?
24. How focused, prayerful and attentive is the congregation during the intercessions and the eucharistic prayer? Are they standing/sitting/kneeling?
25. How well do the arrangements for giving Communion work? Could they be improved?
26. How was the atmosphere of the church during the administration of Communion? Prayerful/noisy?
27. Did the service end effectively?
28. What was the length of the service? Did it (or any part of it) feel too long/too short?
29. Were there refreshments after the service? Were you invited?
30. Were you spoken to after the service by the clergy/welcomers or other church officials/others?
31. Comments on the after-service care in general?
32. Comments on the church hall, toilets or other facilities?
33. Facilities for disabled people/the hard of hearing?
34. What opportunities for learning about the faith did you discover in this church?
35. On your overall impression, would you regularly attend this church or invite others to it?

FURTHER COMMENTS OR SUGGESTIONS

