

Hospitality Walk-Through March 17, 2009

Most young adults work in newer buildings with modern lighting, contemporary colors and textures, and fire security systems that make them feel safe. They eat at restaurants and sleep in hotels and attend movies that meet high standards. They are accustomed to quality and cleanliness in restrooms, and they come with high expectations about the safety of the nursery and classrooms for their children. Many feel like they're traveling back in time when they visit a church and see the 1950s institutional green paint, the rust-stained floors and cramped toilets in restrooms, the dim light in hallways, and the absence of smoke detectors and handicapped accessibility.

Bishop Robert Schnase, from *Five Practices of Fruitful Congregations*

Instructions:

Walk through the building with a keen, critical eye. Imagine you are here for the first time: What do you notice about cleanliness? Décor? Paint? Upholstery? Carpets and ceilings? Lighting? How welcoming and inviting is each space you are in? How would you know how to get from where you are to the restrooms, nursery, sanctuary, lullaby room, or the Soul Café? How accessible is each space? How comfortable? When you are in the restrooms, think about restrooms you have recently been in at a nice restaurant? Are these different? How? Point out everything that could be improved!

For each room or area listed below, please pay special attention to:

General Cleanliness

Décor

Clutter

Lighting (too dim? too bright?)

Light Fixtures

Walls

Ceilings

Paint

Carpet and Upholstery

Accessibility, especially for the handicapped and elderly

General Attractiveness

Signage—can you easily find sanctuary, restrooms, nursery, and lullaby rooms from here?

**Soul Café Entrance and Hallway
Comments/Evaluation**

Suggestions for improvement:

**Downstairs Hallway (the one with the stairwell and restrooms)
Comments/Evaluation**

Suggestions for improvement:

**Downstairs Restrooms—Men
Comments/Evaluation:**

Suggestions for improvement

**Downstairs Restroom—Women
Comments/Evaluations**

Suggestions for improvement:

Stairwell

Comments/Evaluation:

Suggestions for improvement:

Hallway Behind Sanctuary:

Comments/Evaluation:

Suggestions for improvement

**Hallway to Lillie Duke and Minnie P. Gates Rooms:
Comments/Evaluation:**

Suggestions for improvement:

**Restroom next to Minnie P. Gates Room:
Comments/Evaluation:**

Suggestions for improvement:

**Hallway Restroom—Men
Comments/Evaluation:**

Suggestions for Improvement:

**Hallway Restroom—Women
Comments/Evaluation:**

Suggestions for Improvement

Lullaby Room

Comments/Evaluation:

Suggestions for Improvement:

Sanctuary

Comments/Evaluation:

Suggestions for Improvement:

Stairs to Balcony (both sides)
Comments/Evaluation:

Suggestions for Improvement:

Balcony:
Comments/Evaluation:

Suggestions for Improvement:

Narhex

Comments/Evaluation:

Suggestions for Improvement