

HOSPITALITY WALK THROUGH
MARCH 17, 2009
DUKE MEMORIAL UNITED METHODIST CHURCH

Areas covered:

- Pages 1, 2 Soul Café Entrance and Hallway
- 3 Downstair's Hall (the one with the stairwell and restrooms)
- 4, 5, 6 Downstair's Restrooms – Men and Women
- 7, 8 Stairwell out of Hallway to Sanctuary
- 9, 10 Hallway behind Sanctuary
- 11, 12, 13 Hallway Restrooms – Men and Women
- 14 Hallway to Lillie Duke and Minnie P. Gates Rooms
- 15 Restroom next to Minnie P. Gates Room
- 16 Lullaby Room
- 17, 18 Sanctuary
- 19 Balcony
- 20 Stairs to Balcony (both sides)
- 21, 22 Narthex

Profile of participants:

- One young mother – newcomer
- One 70ish grandmother – been member two years
- One 50's woman - long time active church member
- Two – 40's, 50ish women – very active members of church for several years
- One man 70ish - member about three years
- One man, recent retiree 60ish – newcomer
- One man, mid/late 30's – active member been at Duke for few years
- One man, 30's - newcomer

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

9 people
6 made comments

*Indicates # of
people who noted/
commented
on item*

- 4 **ENTRY**
carpet hazard for someone pushing walker
repair exterior door (no purple)
entry not wide enough
clutter around door
entry carpet dirty, not inviting
- 4 **MANNEQUIN**
scares lots of people – not a great first impression
too weird for Sunday mornings
needs to go and also lamp
scares me every time I come in
- 3 **WALL PAINT**
colorful and clean
friendly
could be brighter
- 3 **WICKER CHAIRS**
replace with modern bench or chairs
need contemporary furnishings
- 3 **FLOOR**
clean
asbestos tile dated – replace
- 3 **SIGNS**
no directional signs
welcome sign
where is sanctuary?
inside sign for Soul Café, above door
signs need to be professional looking and readable
post info about church on this level!
- 2 **SANDWICH BOARD**
looks odd
Christmas lights look out of place

SOUL CAFÉ ENTRANCE AND HALLWAY - continued

MISCELLANEOUS ONE PERSON COMMENTS:

- Lighting adequate
- Baseboards dirty
- Electric cords not picked up
- Plaster walls look old
- Entry hall space is odd
- Decorate more for Sunday
- Put stuff on walls
- Area feels very casual
- Toe molding missing to left of door

2001/10/10
Soul Cafe
Comments
M.T. 07

DOWNSTAIRS HALLWAY (One with the stairwell and restrooms)

9 people
7 made comments

- 5 BASEBOARDS**
dirty, a mess, stained
replace baseboards
repair and clean the woodwork

- 5 WALLS**
color light, clean, bright

- 3 FLOOR**
needs replaced
gritty, dirty, stained

- 3 PLASTER**
some plaster cracked
plaster on wall outside restroom needs patching

- 3 WATER FOUNTAIN**
dirty
rusty on sides

- 3 COUCH**
litters the space
remove – old
dingy, junky

- 3 SIGNS**
lets get professional signs
no directional sign for sanctuary

- 2 SMOKER SIGN IS NOT ATTRACTIVE**
remove sign – “Smokers please deposit cigarettes in containers” – Should be smoke free

MISCELLANEOUS ONE PERSON COMMENTS:

Walls too bare
Need pictures on wall
Put something over fuse box
Possibly some adequate chairs
Do not use hall for storage

DOWNSTAIRS MEN'S RESTROOM

9 people
3 made comments

- 3 SINKS**
dirty
stained
old, dated
replace with up-to-date style

- 3 FLOOR**
stained
missing tiles
holes
dirty

- 3 LIGHTS**
ceiling lighting, one set of lights out
Hollywood lights too bright
Light over mirror good

- 2 WALLS**
holes in wall and near door
needs patching

MISCELLANEOUS ONE PERSON COMMENTS:

Mirror too high for short people or children
At least one urinal needs to be lower
Partitions rusted
Replace partitions
Use some color for accent
No art
Needs general spruce up

DOWNSTAIRS WOMEN'S RESTROOM

9 people
5 made comments

- 5 **SINK CABINET**
old
no knobs
no handles
dirty

- 5 **FAUCET**
left faucet dripping
hot water faucet will not turn
replace faucets

- 5 **OVER ALL COMMENTS ON CONDITION OF BASIC ROOM**
dirty
awful
I avoid this bathroom
baseboards stained
paint chipped

- 5 **TIOLET ROOM**
needs painted
dirty
replace rusted gray stalls, unattractive
dim lighting
wall paint chipped
toilet seat covers?

- 4 **OLD SOAP CONTAINER**
remove old soap dispenser from mirror – no longer filled with soap

- 4 **PICTURE ON WALL**
torn
dirty
need new picture

- 3 **LIGHTING**
in sink area adequate
bright with good lighting

- 2 **FLOOR**
dirty, stained
need clean new floor

DOWNSTAIRS WOMEN'S RESTROOM – continued

2 TRASH CAN

old

dirty

need updated trash can – do we have to use plastic

MISCELLANEOUS ONE PERSON COMMENTS:

Old sinks

40's metal chair – UK

Dated pink tiles

Clean but utilitarian color paint in sink area

Clean the door

Soap and paper towel holder are OK

Sink counter is low

STAIRWELL

9 People
9 made comments

- 9 CEILING LIGHTS**
one bulb out
nice new compact fluorescents
lights need globe covers - six people noted this
lighting marginal
lighting good and bright
- 4 STEP EDGES**
edges rusted, worn
replace with newer treads like kitchen
- 4 DOORS**
door is old
window wire mesh unfriendly
kick plate, push plates, clean or replace
doorway paint chipping
- 4 PAINT**
bright, newly painted yellow walls
good condition
need to paint trim
- 4 SIGNS**
where is sanctuary
downstairs door sign is missing letters
how to get to elevator
have Braille on door signs
at bottom and top of stairs need welcome sign
- 2 GROUND LEVEL DOOR AREA**
mold, plaster issues
- 2 STAIRS**
dirty, red mud
- 2 CLEANLINESS**
looks good – clean, cheerful

STAIRWELL

MISCELLANEOUS ONE PERSON COMMENTS:

Smells smoky
Air freshener needed
Door to stairs difficult to find
Needs pictures
Railings adequate – probably need scrubbed
Space at bottom too bare
At top of stairs and bottom need signs
Final improvement - elevator

HALLWAY BEHIND SANCTUARY

9 people
9 made comments

7 CARPET – FLOOR

warped, very worn, replace
bad shape, floor creaky
poor color
dangerous, unsightly
lumpy

7 PAINT

walls scuffed
dirty
paint walls
paint peeling
update brighter color

6 FRAMED PICTURES IN GENERAL AND PICTURE OVER PEW

four people felt pictures were old and needed to be removed
two people said picture over pew OK but needs to hang higher
not enough good art
need photography

5 TABLE NEAR BREEZEWAY

messy, cluttered
what about enclosed cabinet for all the stuff
holders for brochures
fewer things on table

4 NAMETAGS

better holder needed
good start – is there more permanent idea
title above nametags

4 CHURCH PEW

pew bench good place to sit
pew bench just doesn't work – curved, does not fit against wall
very old curved pew

4 BULLETIN BOARD

good size
needs to be updated regularly
seems tidy
eliminate old extra material

HALLWAY BEHIND SANCTUARY – continued

3 WALL DIRECTORY NEAR BREEZEWAY
outdated – too much info – remove

3 PLASTIC MAGAZINE HOLDER
empty, remove

3 SIGNS
how to get to back parking lot,
sanctuary is where?

3 NAILS ABOVE NAMETAGS
remove

2 CEILING TILES
all tiles seem old and outdated

2 RECEPTICLES
need to match
out cover tacky

2 LIGHTING
near breezeway – hall is very dark
poor lighting

MISCELLANEOUS ONE PERSON COMMENTS

Water fountain old and rusty
Cruddy old table near lullaby room
Empty recycle basket
Move fire extinguisher to better spot
Sign up for flower power – what is it?
Too many posters taped to wall
Put flower chart needs on web site
More info about what is going on

WOMEN'S RESTROOM IN HALLWAY BEHIND SANCTUARY 9 People
5 made comments

“I remember my first impression: This is a church bathroom!!!”

“Where is a changing table?? Either install one or put up sign and directions for Lullaby Room.”

Many comments on “cosmetic” improvements:

- Picture on wall
- Update flower arrangement
- Remove border - update
- Remove wood chair – add nice chair
- Supply Kleenex, lotion

- 4 CARPET**
fix carpet, lumpy
not good

- 3 TRASH CAN**
get new trash container

- 3 FAUCETS**
h/c tops for spigots
old – update
faucets should match – not a hodge podge

- 3 SANI FRESH SOAP HOLDER ON MIRROR**
remove

- 3 CABINETS**
dirty
clean them out
replace hinges

- 3 TOILET AREA**
clean tiles, floor, walls
tile floor fairly good
wash down stalls

WOMEN'S RESTROOM IN HALL BEHIND SANCTUARY – continued

- 2 SINKS**
sinks need updated
present sinks dirty
need 3 good sink

- 2 DOOR PUSH PLATES AND KICK PLATES**
dirty, cruddy

- 2 LIGHTS**
good over sink

- 2 CEILING TILES**
needs work

- 2 CURTAIN IN SINK AREA**
hanging curtains are good
look weird
privacy barrier needed – improvement needed

MISCELLANEOUS ONE PERSON COMMENTS

- Low counter
- Paint by light fixture on both sides
- Nice handicapped sign on door

MEN'S RESTROOM IN HALLWAY BEHIND SANCTUARY

9 People
6 made comments

- 4 TRASH CAN**
get rid of plastic cans; get institutional baskets made for public places

- 3 CLEANLINESS**
looks clean, need to keep it up
clean, but institutional looking, gray

- 3 PICTURES ON WALL**
needs art

- 2 MIRROR**
too high, need long mirror for tall and short men

- 2 CEILING TILES**
need clean ceiling tiles

- 2 LIGHTING OVER SINK**
something more attractive needed
could be brighter

- 2 SHELF**
need shelf for Kleenex, mints, lotion

- 1 COMMODE**
for use by children need lower toilet/urinal
does commode meet handicapped requirement?

MISCELLANEOUS ONE PERSON COMMENTS:

Walls dirty
Tile floor, some holes
Dirty where urinal meets wall
Need accessible door/doorways
Florescent lighting one panel much darker than other

This restroom serves to sanctuary so needs to be useable to kids also

HALLWAY TO LILLIE DUKE AND MINIE GATES ROOMS 9 people
7 made comments

- 5 **CARPET**
bumpy, replace
not good for people with walkers

- 4 **FLOWER STAND**
move it – a hazard

- 4 **WALLS**
scuffed, drab, dark

- 3 **SIGNS**
there are none
need standardized directional signs done in same format, colors, etc.,
done professionally – perhaps locate on corners

- 2 **PICTURES**
put art/pictures in hallway

- 2 **HALLWAY**
dark, narrow

RESTROOM NEXT TO MINNIE P. GATES ROOM

9 people
6 made coments

- 6 **TOILET AREA**
no lights!!

- 6 **WALL PAPER**
falling off wall
wild, dark
replace
one said wallpaper was attractive

- 4 **PAINT**
big peeling paint
update paint and paint trim

MISCELLANEOUS ONE PERSON COMMENTS:

- Ceiling corroded – really old
- Nice sink – good lighting
- No signs
- Soap, paper towel, sink, cabinet looks good
- Room needs update
- Wall deteriorating near window
- Too cluttered – remove some furniture (iron stool)
- Polish door handles
- Needs pictures

(One person put in all caps – CLEAN, CLEAN, CLEAN)

LULLABY ROOM

9 people
9 made comments

(Used different format for pulling this information together)

FIRST: COMMENTS ABOUT AREA OUTSIDE (NEAR) LULLABY ROOM

Move out tables
Signs outside of door – replace with standard signs – present one not easy to read
Table outside room is tacky and seems unused
Old poster board on floor
Carpet between sanctuary and lullaby room is a bit lumpy and worn
Big air vent – to right when leaving sanctuary is dirty

GOOD COMMENTS ABOUT LULLABY ROOM

Love room
Looks less like a church parlor and more like Pottery Barn – seriously
Clean updated
Very inviting
Great lighting
Pretty colored walls – furniture is great
Nice pictures
Beautiful

NOT SO GOOD COMMENTS AND POSSIBLE FIXER UPPERS ABOUT LULLABY ROOM

T.V. is very small
Coffee clutter
Does TV circuit work?
Electric cords in corner – may need another outlet
Carpet nice but needs stretched
Junk on ledges under windows
Straighten the wood bookshelf on wall
Remove old antique chair could be dangerous
Redo/fix instructions on tv
Dirty window ledges
Put items away – i.e. paper plates on shelf
Empty diaper pail
Bottle warmer – looks like no outlet nearby
Need sign for door if a mother is nursing baby

- 8 CARPET**
generally in good shape, but dirty, needs cleaned
pulpit area carpet torn and frayed
- 6 LIGHTING**
lighting not uniform throughout sanctuary
dark at night – gloomy
4th row from back no light over pew at night
bulb out right side
bulb out middle of chandelier
lighting OK on sunny day
- 5 PEW CUSHIONS**
cushions in general in good shape
some are missing buttons (3 people noted)
- 3 WOOD**
backs of pews, pulpit area, deep cleaning
- 3 VIEW OF CHOIR LOFT FROM SANCTUARY**
replace curtains on brass rail choir loft
clean brass rails
looks like tops of pipe organ ledges are dirty
- 2 HEARING AIDES FASTENED TO PEWS**
do they work? – if not remove
- 2 PAINT**
paint peeling on walls and trim
wall paint looks old
- 2 SOUND SYSTEM**
Sound system not good – should be warmer, richer, louder – does not match the grandeur of the place. Needs tweaking. (If survey was done during Sunday worship, we would have many unfavorable comments)

EXTRA BONUS COMMENT FROM CHOIR MEMBERS WHEN IN CHOIR LOFT.

“Thick dust on ceiling cornices (fancy upside down finials). Looks like bird nests. Really bad.”

SANCTUARY - continued

MISCELLANEOUS ONE PERSON COMMENTS:

Paneling on left side of left altar door repainted and right side of right door
Clean cabinet in wall near sound system
Air vent in hallway beside right altar dirty
Need place for bulletins
Large print hymnals
Remove old furniture

BALCONY

9 people
9 made comments

- 8 PAINT/PLASTER**
plaster repair badly needed
several damaged places need to be checked out
water damage
needs fresh paint
walls, ceiling needs work
- 7 DIRTY/DUST**
thick dust on cornices
trash on floor
needs vacuumed
dirty window sills
dust on wood trim
(general overall feeling of dust and deterioration)
- 4 BRASS RAIL**
polish
- 2 RADIATOR**
dirty on both sides
- 2 LIGHTING**
good
- 2 CARPET**
one person said it was good
one person said replace, update

MISCELLANEOUS ONE PERSON COMMENTS:

Steep steps – I almost tripped
Looks like tops of pipe organ ledges are dusty
Pews look good – wood probably should be shined
Sound system desk – ill fitting
Very ornate – love it
Hymnals should be put away
Great space – love it
Pictures in stained glass – beautiful
Need hearing aides for balcony?

STAIRWAYS TO BALCONY

9 people
8 made comments

6 **WALLS and WOOD TRIM and WINDOW SILLS**

plaster issues
bugs in window sills
wood trim dark with scratches
paint deteriorating

4 **SWINGING DOORS**

clear glass needed – presently a hazard
no visibility – dangerous
clean brass push plates

4 **LIGHTING**

(Comments below probably made by people who did survey after sun had set)
really dark going up stairs
terribly dark
needs lighting, dangerous
steps dark and hard to see

2 **STAIRS**

carpet old and dark
needs vacuuming

MISCELLANEOUS ONE PERSON COMMENTS

Fine
Windows pretty unique

NARTHEX

9 people
9 made comments

6 PAINT and PLASTER ISSUES

paint chipping
paint peeling
paint is tired looking
repair, scrape plaster

5 SWINGING DOORS

old
open – swing in during worship
needs clear glass
“no-see” glass a hazard

5 LIGHTING – FIXTURES

great lighting – 2 comments
fixtures dirty but nice
chandeliers need cleaning
bulb out

5 VISITOR NOTEBOOKS

need baskets or new boxes
store somewhere else

5 SIGNS – MAPS

need welcome sign
where are restrooms, lullaby room
need map of church for distribution

5 FLOOR TILES

some tiles need repairs, dirty
(one comment – “terrazzo floor – excellent condition)

5 TABLES and OBJECTS IN NARTHEX

empty sign stand – remove
plaques are old
throw out old signs
reader board empty
why lectern in narthex?
sound enhancement sign hidden behind door
bulletin boards are empty
empty case beside V enable plaque

NARTHEX – continued

- 4 WOOD PANELS**
needs to be cleaned/oiled – looks dry
beautiful wood

- 4 BAD PLANT**
Only one scraggly, sickly plant in narthex – remove

- 3 BENCH**
nice
(one comment – fabric dark)

- 3 WINDOW LEDGES**
dirty

- 2 PLANTS – FLOWERS**
decorate narthex with a few large plants
have fresh flowers

- 2 STEPS GOING DOWN LOOK NICE**

MISCELLANEOUS ONE PERSON COMMENTS

Hang coats where??
Love welcoming people each week
Carpet (3) bright
Ceiling is nice (white)
Crack in between doors letting in cold/hot air
Rugs old looking
Glass in main entry doors should all be same