10 QUESTIONS

Every Church Leader Should Ask During the Busiest Services of The Year

THE CHRISTMAS GUEST EXPERIENCE ASSESSMENT

For each question, select one ranking:

✓ **Working well** ⓘ **Needs Improvement** ⚠ **Priority Concern**

ARRIVAL & PARKING

✓ ⓘ ⚠ **1. Can first-time guests easily find the main entrance?**
Look for clear signage, intuitive pathways, and visible welcome points.

✓ ⓘ ⚠ **2. Is parking easy to navigate?**
Observe traffic flow, accessible parking, pedestrian routes, and congestion before and after services.

LOBBY & CONNECTION

✓ ⓘ ⚠ **3. Does the lobby accommodate your busiest services?**
Watch for bottlenecks at entrances, welcome stations, and gathering areas.

✓ ⓘ ⚠ **4. Are there welcoming spaces where people can connect?**
Consider whether guests have opportunities to gather comfortably before and after worship.

CHILDREN & FAMILIES

✓ ⓘ ⚠ **5. Can first-time families easily find children's check-in?**
Evaluate signage, visibility, and how easily families navigate the process.

✓ ⓘ ⚠ **6. Are children's ministry spaces functioning efficiently?**
Observe check-in lines, circulation, room capacity, and pickup procedures.

WORSHIP EXPERIENCE

✓ ⓘ ⚠ **7. Is there adequate seating for guests and families?**
Pay attention to service capacity, seating distribution, and whether families can sit together.

✓ ⓘ ⚠ **8. Can people move easily throughout the building?**
Observe hallway congestion, restroom access, accessibility, and transitions between services.

MINISTRY & FUTURE GROWTH

✓ ⓘ ⚠ **9. Does your facility support volunteers and ministry teams?**
Ask your teams what slows them down or makes serving more difficult.

✓ ⓘ ⚠ **10. What is your building telling you about the future?**
Identify recurring challenges, spaces that are underutilized, and opportunities to better support your ministry.

Christmas is an opportunity to welcome new families, connect with your community, and celebrate together.

It's also a chance to discover how well your facility supports your ministry.

Use this assessment during your Christmas services to identify what's working—and where there's room to improve.

WHAT DID YOU DISCOVER?

After your Christmas services, gather your team and discuss:

What's working well?

Where did guests or volunteers experience challenges?

What are our top three facility priorities for next year?

1.

2.

3.

YOUR BUILDING SHOULD SUPPORT YOUR MISSION

Whether you're preparing for growth, reimagining existing spaces, or planning a new facility, LIVE Design Group helps churches turn ministry vision into meaningful spaces.

Noticing opportunities for improvement?
Let's explore what your church needs next.

SCHEDULE A BUILDING CONSULTATION

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