



Church Secret Shopper Form

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Thank you for visiting our church! Your feedback is valuable in helping us improve our church service experience. Thank you in advance for your help.

General Information

1. **Date of Visit:** _____
2. **Service Attended:** _____

Pre-Visit Experience

3. **How did you hear about our church?**
 - Friend or family member
 - Social media
 - Website
 - Advertisement (flyer, billboard, etc.)
 - Other (please specify): _____
4. **How easy was it to find information about our church (e.g., service times, location) online?**
 - Very easy
 - Easy
 - Neutral
 - Difficult
 - Very difficult
5. **Did you watch a church service online before attending in person?**
 - Yes
 - No



First Impressions

6. **How was your experience with parking and finding your way to the church?**

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult

7. **Were you greeted upon arrival?**

- Yes
- No

8. **How would you rate the friendliness of the greeters**

- Very friendly
- Friendly
- Neutral
- Unfriendly
- Very unfriendly



Worship Experience

9. How would you describe the overall atmosphere of the service?

- Very welcoming
- Welcoming
- Neutral
- Unwelcoming
- Very unwelcoming

10. Did you feel comfortable and included during the service?

- Yes, very comfortable
- Somewhat comfortable
- Neutral
- Somewhat uncomfortable
- Very uncomfortable

11. How engaging and relevant did you find the message/sermon?

- Very engaging and relevant
- Engaging and relevant
- Neutral
- Somewhat engaging and relevant
- Not engaging or relevant



Facilities

12. How would you rate the cleanliness and condition of the church facilities?

- Very clean and well-maintained
- Clean and well-maintained
- Neutral
- Somewhat clean and well-maintained
- Not clean or well-maintained

13. Were the restrooms easy to find and clean?

- Yes
- No

Overall Experience

14. What did you like most about your visit? (Please explain)

15. What did you like least about your visit? (Please explain)

16. Would you consider visiting our church again?

- Yes
- No
- Not sure

17. Any additional comments or suggestions?

Thank you for your time and feedback!