

The Pensacola District

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Date: February 10, 2011
To: Ministers of the Pensacola District
From: The Pensacola District CORE Team

Greetings from your Pensacola District CORE Team! We hope you are experiencing the blessings of Christ thus far in this New Year and are grateful for your ministry as part of The United Methodist Church. We are excited about the possibilities before us as we consider ways to fulfill our mission of connecting our resources and empowering ministry in our congregations.

Our CORE Team has adopted for 2011 two key themes that we will highlight in all of our work and we would ask that you incorporate these elements into the work of your local church so that all of our congregations are seeking to address the same areas of ministry. Over the year we will focus our efforts on increasing hospitality in our churches and exploring ways to seek excellence in our worship experiences. Not only will we highlight these items for our local churches, but in our district level events we will seek to model and implement them as well, so that as your CORE Team we lead by example.

In this correspondence you will find three items to assess the current expressions of hospitality in your church. They include a "Walk Through Assessment of Your Worship Space," a "Guest Comfort Checklist," and a "Mystery Guest Audit." Please share this information with your Trustees, Worship Committee, and other areas of leadership that may have the responsibility of overseeing your hospitality ministries. *During the Charge Conference season this fall, we will review your findings and the actions you have taken in response.*

Listed below you will see events planned for the Pensacola District that will be sponsored by our CORE Team. There will be other gatherings that take place in 2011, particularly as it relates to training local church leaders in various areas of service. These meetings will be announced and publicized in the district when plans are finalized. Mark your calendars now so that you may be able to participate in these special occasions.

Monday, February 14 Pensacola Clergy Day Apart with Dr. Tom Long at FUMC, Pensacola

Tuesday, July 26 Pensacola Clergy Family and Local Church Lay Leader Gathering at Perdido UMC

Tuesday, October 25 Pensacola Clergy Day Apart with Dr. Robert Mulholland at Niceville FUMC

Sunday, November 6 District Conference at Navarre UMC, 4 p.m.
FUSED Youth Event at the Soundside Campus of Gulf Breeze UMC, 4 p.m.

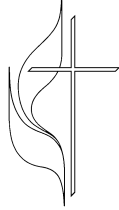
Tuesday, December 6 District Clergy Christmas Dinner, Soundside Campus of Gulf Breeze UMC, 6 p.m.

The 2011 Pensacola District CORE Team

Should you ever need assistance in a particular area of ministry, please do not hesitate to contact those persons you see listed below:

CORE Team Chairperson	Allison Posell, aposell@nicevilleumc.org
CORE Team Conference Representative for the Pensacola District	Neil McDavid, neil@awfumc.org
CORE Team District Adult Ministries Representative	Kathy Norberg, knorberg@gbumc.org
CORE Team District Children's Ministries Representative	Paula Roane, paula.roane@trinityfwb.com
CORE Team District Community Ministries Representative	Joe Mullen, husk78@cox.net
CORE Team District Disaster Response Coordinator	Alan Gantzhorn, flubird10@hotmail.com
CORE Team District Ethnic / Racial Ministries Representative	Louise O'Bannon, lobannon@bellsouth.net
CORE Team District Lay Leader	Beverly Maddox, beverlymaddox@yahoo.com
CORE Team District Lay Speaking Director	Kurt Burgess, saved2serve1@cox.net
CORE Team District Missions Board Representative	Duane Keck, dndkeck@cox.net
CORE Team District Missions Representative	Chuck Thames, thames@terhaarcronley.com
CORE Team District Superintendent	Jeremy Pridgeon, Jeremy@umcpensacoladistrict.org
CORE Team District Treasurer / Administrative Assistant	Mary Hernandez, office@umcpensacoladistrict.org
CORE Team District United Methodist Men President	Arthur Frazier, jaf061951@bellsouth.net
CORE Team District United Methodist Women President	Nancy Shealy, nfs3@bellsouth.net
CORE Team District Young Adult Ministries Representative	Andrea Sutrick, sutrick2001@att.net
CORE Team District Youth Ministries Coordinator	Stuart Worth, stuart@cokeburyumc.org Charlotte Scott, charlottenla@hotmail.com

Please share this information with leaders in your congregation. Thank you for all that you do in service to Christ and his Kingdom! We hope that you will utilize the resources of our CORE team, should you ever have a need, and we pray God's richest blessings for your ministry.



United Methodist Church Mystery Guest Audit

- | Yes | No | |
|-------|-------|--|
| _____ | _____ | 1. Was it easy to find the church? |
| _____ | _____ | 2. Was it convenient to park? |
| _____ | _____ | 3. Was it clear where to go once you got there? |
| _____ | _____ | 4. Did you find the grounds in good repair? |
| _____ | _____ | 5. Were you greeted at the door? |
| _____ | _____ | 6. Were you greeted as you approached the worship center? |
| _____ | _____ | 7. Was the tone of the greeting warm and welcoming? |
| _____ | _____ | 8. Did you find the bulletin board displays timely and interesting? |
| _____ | _____ | 9. Was the worship space pleasing to your eye? |
| _____ | _____ | 10. Was there music playing as you entered? |
| _____ | _____ | 11. Was your seat comfortable? |
| _____ | _____ | 12. Was there enough light? |
| _____ | _____ | 13. Was the temperature comfortable? |
| _____ | _____ | 14. Did you feel welcome to participate in all aspects of the worship service? |
| _____ | _____ | 15. Were a hymnal and a Bible available? |
| _____ | _____ | 16. Was it easy to follow the bulletin (order of service)? |
| _____ | _____ | 17. Was the sermon meaningful? |
| _____ | _____ | 18. Were the restrooms clean and odor free? |
| _____ | _____ | 19. Were you greeted after the service? |
| _____ | _____ | 20. Did you receive any communications from the church the following week? |

How would you describe the “mood” of the worship space?

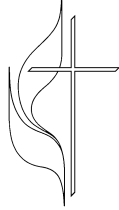
Did you find the members friendly, disinterested or unfriendly? _____

If you visited the nursery, what was your impression?

Was the sound level too soft, just right, or too loud? _____

What was your overall impression of the church?

Would you return? Why or why not?



United Methodist Church Walk Through Assessment

How could the worship space be made more welcoming?

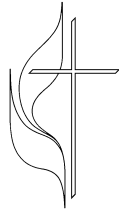
What can we do to our church to make it more welcoming to people who have difficulty getting around, including disabled and elderly people?

How can we make it more welcoming to families with children and youth and to the children and youth themselves?

What are the kinds of things that can be done immediately to make the worship space and the culture more welcoming?

What will take a little more time and planning?

Who will be responsible for making and implementing the plans? When?



United Methodist Church Guest Comfort Checklist

- Is *every* **church sign** in good repair? Are the messages clear and timely? Can someone in a passing car read outside signs from all angles?
- Do we have adequate **signage** to move people into and through the church easily?
- Are the **grounds** and **interior** of the building in good repair (no weeds, peeling paint)?
- Do we have “visitor” or “guest” **parking spots**?
- Is the **parking lot** space adequate and easy to navigate? (Reserve 10% of your parking spaces for your guests.) Consider having an “umbrella brigade” to help everyone, members and guests, into the church on rainy days.
- Are the **entrances** clearly marked and well lighted?
- Is the **front door** to our church unlocked? This may seem like a strange question, but some churches actually keep the main door locked because “everyone here knows we come in the side door.” Of course, visitors don’t know that. Better yet, on Sunday morning is the *front door open* with someone there to greet?
- Do we have **directional signs** throughout the inside of the building? (nursery, restrooms)
- Is there an **information table**? This makes people more comfortable asking questions; they know you anticipate them by providing a place to get information.
- Are the **bulletin board** displays timely and interesting?
- Do we have **greeters** stationed at all entrances to our building? Greeting is not a social pastime. The few moments your greeters spend with a guest could be the turning point for strangers. Train your greeters. (They should be positioned outside the door.)
- Is our **sanctuary** (our living room) aesthetically pleasing with comfortable seating?
- Are **Bibles and Hymnals** readily available in all pews? Are the pew pockets stocked with prayer cards, visitor cards, information brochures, etc.?
- Do we have **trees, plants and greenery** as decorations, giving the impression of life?
- Does the **lighting** create an atmosphere of celebration or is the lighting dull and dreary?

- Is the **temperature** comfortable? Too hot...too cold...or just right?
- Do we have **music** playing as people enter the sanctuary in preparation for worship? (Music calms people. Consider using recorded music intended for relaxation and focus.)
- Do the members, as a whole, display a genuine, ongoing **attitude** of friendliness? Here is where it is important to ask the question: "To whom are we friendly?" Often we perceive ourselves to be friendly but that is not what "outsiders" experience.
- Is there **someone to help guests** find a comfortable place to sit? Do we invite them to sit with us? Do we invite them to our Sunday School class or to functions following worship?
- Does the pastor issue a **welcome** to guests?
- Are **choir members** smiling and appear to *enjoy* offering their gift of music to the Lord?
- Do we provide a special time for **fellowship** following the service when we can again welcome our guests and show them hospitality?
- Is our **bulletin** (order of service) user-friendly? With up to 60% of the U.S. population being unchurched, many will have never heard of Matthew, Mark, Luke or John, let alone know where to find them in the "pew Bible," and they probably won't know the words to the Lord's Prayer, Doxology, Affirmation of Faith, etc.
- Do we have effective church information **brochures**?
- Do we have ample **seating**? Is the seating comfortably full or uncomfortably full? Comfortably empty or uncomfortably empty?
- Do we have a good **sound system**?
- Is our **nursery** safe and clean? This will be the most important feature for young families with small children.
- Are our **restrooms** clean, odor-free and fully stocked?

Because we are so accustomed to our own environment, some of these fix-it things may seem like trivial matters, but when a guest enters God's house, if these things are lacking they will be noticed. After four weeks we tend to overlook things like leaky faucets, squeaky doors, burned-out bulbs and dirty carpets, but our guests will notice right away.