

Instructions: Below and on the following pages we have included a list of statements that may be used to describe various aspects of your experience at **CedarCreek Church**. The questions will help us in understanding how we can create a better experience for our guests. Please read each statement carefully and then respond by indicating the degree to which feel that each statement accurately describes your perceptions. Circle the appropriate number to indicate whether you feel the statement is **(1) Very Inaccurate**, (2) Mostly Inaccurate, (3) Slightly Inaccurate, (4) **Uncertain (or, Not Applicable)**, (5) Slightly Accurate, (6) Mostly Accurate, or **(7) Very Accurate**.

PARKING

	<i>Very Inaccurate</i>											<i>Uncertain</i>							<i>Very Accurate</i>
	1	2	3	4	5	6	7												
1. The location of the church was easy to find.																			
2. The entrance to the parking lot was clear.																			
3. The parking attendants were helpful to me in finding a parking spot.																			
4. The parking attendants were energetic and friendly.																			

Comments:

BUILDING AND EXTERIOR GROUNDS

	1	2	3	4	5	6	7
1. The landscape around the church was very appealing to the eye.							
2. The appearance of the building was inviting.							
3. Exterior signs were properly positioned and gave clear directions.							
4. The front of the building was clean and attractive.							

Comments:

LOBBY

	1	2	3	4	5	6	7
1. Signs in the lobby were properly positioned and gave clear directions.							
2. The coffee area was clean, neat, and organized.							
3. The coffee area was well stocked.							
4. The "Around the Creek" handout (legal size paper found in the lobby) was informational and beneficial.							
5. The lobby was easy to navigate and walk through.							

Comments:

GREETERS

	<i>Very Inaccurate</i>			<i>Uncertain</i>			<i>Very Accurate</i>		
	1	2	3	4	5	6	7		
1. The people who greeted me as I went through the church were friendly.									
2. The greeters were appropriately dressed and easily identifiable.									
3. It was clear where to get a program for the service.									

Comments:

INFO CENTER

	1	2	3	4	5	6	7		
1. The people at the Information Center were approachable and friendly.									
2. When I asked for information, they gave me the name of a contact.									
3. When I asked for information, they gave me the information I asked for.									
4. When I asked for directions, someone walked me to my destination.									

Comments:

RESTROOMS

	<i>Very Inaccurate</i>			<i>Uncertain</i>			<i>Very Accurate</i>		
	1	2	3	4	5	6	7		
1. My first impression of the restroom was positive.									
2. The entire restroom (floor, sink, counter, mirror, toilets, trash cans) was clean.									
3. All of the items I might need in a restroom (i.e., toilet paper, hand towels, soap) were available.									

Comments:

ONCE INSIDE THE AUDITORIUM

	1	2	3	4	5	6	7		
1. Ushers were readily available for assistance.									
2. I was assisted in finding a seat.									
3. The sermon notes inside the program were helpful.									
4. The sermon was clear, understandable, and easy to follow.									
5. The sermon was relevant and applicable to my life.									
6. The music impacted me.									
7. I found the multimedia (visuals on the screen, live videos, slides, etc.) beneficial.									

Comments:

TOUR

	<i>Very Inaccurate</i>							<i>Uncertain</i>					<i>Very Accurate</i>
	1	2	3	4	5	6	7						
1. It was clear where to meet for the tour after the service.													
2. The tour guide seemed knowledgeable.													
3. I found the tour, led by _____, to be beneficial.													
4. The tour guide provided me with the information I wanted to know about the church.													

Comments:

EXIT FROM CHURCH

	1	2	3	4	5	6	7
1. It was easy to exit the auditorium after the service finished.							
2. It was easy to exit the parking lot after the service was finished.							
3. I was able to get on with the rest of my day as quickly as I wanted once I left the church parking lot.							

Comments:

OVERALL PERCEPTIONS

	1	2	3	4	5	6	7
1. My overall experience at CedarCreek was positive.							
2. The church service was about what I expected it would be.							
3. Taking into account my overall experience, I am likely to visit CedarCreek again.							
4. I am likely to tell others about my experience at CedarCreek.							

Comments:

FINAL THOUGHTS

1. What one thing will you remember most about your visit to Cedar Creek?

2. What could CedarCreek do to improve the experience for other visitors?

3. If someone asked you to describe the CedarCreek Church experience, what would you say?
