

## CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to share the feedback received after each CNZ event and to comment on what changes, if any, they plan to make to events for the following seasons. We hope that this is the first step in improving communication with players/managers and that it will lead to a better tournament experience for all. Next season, we aim to return these feedback forms to you within 5-6 weeks after the event finishes.

Event: 2018 Copper Tray

Venue: Pukekohe

Manager: Alex Begg

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events this season. Items highlighted in blue indicate the lowest rating for any event and those highlighted in yellow indicate the highest rating for any event.

Copper Tray								
Pukekohe								All Events
Alex Begg	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location	0	0	2	1	2	5	4.00	3.94
Cost of Travel	0	0	2	1	2	5	4.00	3.67
Cost of Accommodation	1	0	1	1	2	5	3.60	3.97
Format	0	0	1	1	3	5	4.40	4.01
Quality of Opposition	0	0	0	3	2	5	4.40	4.35
Number of Games	0	0	0	3	2	5	4.40	4.17
Manager	0	0	0	2	3	5	4.60	4.48
Lawns	0	0	0	3	2	5	4.40	3.95
Hoop Setting	0	0	0	3	2	5	4.40	4.22
Refereeing	0	0	1	2	2	5	4.20	4.10
Clubrooms	0	0	0	2	3	5	4.60	4.49
Clubhouse Fee	0	0	0	2	3	5	4.60	4.00
Catering	0	0	0	3	2	5	4.40	4.12
Total	1	0	7	27	30	65	4.31	4.12

## Response to feedback

1. "I can take the free train at the weekends and public holidays, but not on weekdays before 0900."

Action: None. CNZ has no current plans to start events at 9.30 or 10.00.

2. "Although we flew from Queenstown to Auckland to attend, the fares to and from are far more reasonable than to other centres eg: Nelson"

Action: CNZ to continue to attempt to put the majority of events in major centres. CNZ acknowledges that there is a balance to be made between utilising the major centres which are easier and cheaper to access and ensuring that the regions are occasionally given the opportunity to host a CNZ event.

If you would like to provide further feedback in order to help future events, please email [croquet@croquet.org.nz](mailto:croquet@croquet.org.nz)

Jake Inwood

CNZ Executive Director